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ABSTRACT

This SPEC (Systems and Procedures Exchange Center) Kit presents the results of a survey of Association of Research Libraries (ARL) member libraries designed to provide a description of how they are responding to demands for greater hours of access and service. Survey responses indicate what hours of access and service libraries are providing and for what parts of the year. They answer questions about staffing, security, which specific library areas are opened additional hours, partnerships, and special funding that supports extended hours. They also describe how libraries are evaluating extended hours and what libraries plan in the future. A total of 63 of 121 ARL member libraries responded to the survey. A copy of the questionnaire with tabulated results is presented. Representative documents include building access and use policies, visitor policies, extended service hours, user surveys, other service evaluation, job descriptions, budget information, and security guidelines. Selected resources, including books, journal articles, and World Wide Web sites are listed. (Contains 21 references.) (MES)

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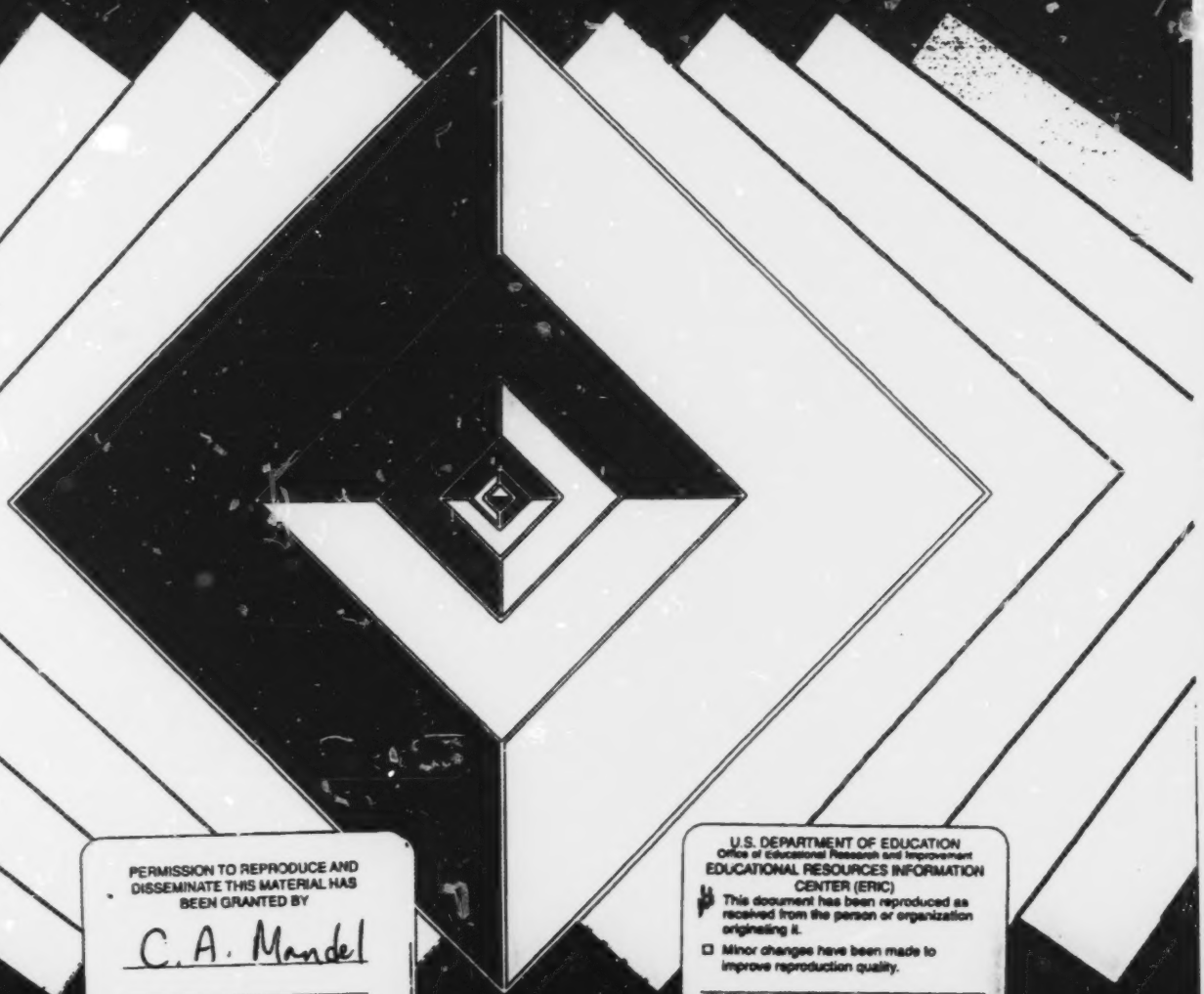
Kit 264

Extended Library Hours
September 2001



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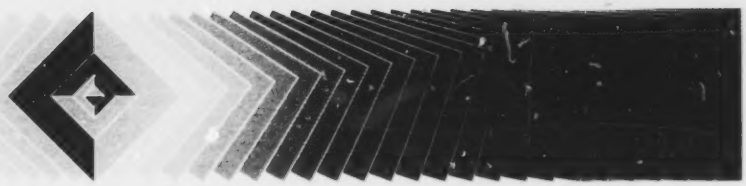

Extended Library Hours

A SPEC Kit compiled by

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September 2001

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SURVEY

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Executive Summary

Introduction

New libraries, renovated libraries, new students with non-traditional expectations of access and service—all combine to present challenges to academic libraries. Among those challenges is finding the right number of hours during which the library is available to users. We are told that consumers have different values to which we must respond: convenience, timeliness, cost effectiveness, and speed are among them. For libraries, customer values are expressed in demands for hours that meet individual needs for timely, and indeed, non-traditional access to facilities and services. As a result, academic libraries are studying library hours more regularly and closely than they have in the past to determine where changes need to be made to meet demands.

This survey was designed to provide a description of how libraries are responding to demands for greater hours of access and service. Survey responses indicate what hours of access and service libraries are providing and for what parts of the year. They answer questions about staffing, security, which specific library areas are opened additional hours, partnerships, and special funding that supports extended hours. They also describe how libraries are evaluating extended library hours and what libraries plan in the future.

Background

The response rate to this survey was a satisfying 52% or sixty-three of the 121 ARL member libraries. Of those respondents, 83% have some form of extended library hours. While one library reports beginning extended hours in the 1970s, the majority (69%) have implemented this service within the last seven years. The interpretation of extended hours varies from being open until 2 a.m. during exam periods to being open twenty-four hours per day, seven days per week, most days of the year. However defined, it is clear that in the latter part of the last decade libraries began to respond to new demands/opportunities and established library hours beyond the traditional schedule.

Most of the responding libraries extend hours between Sunday and Thursday nights in the academic year, choosing to provide more traditional hours Fridays, Saturdays, and during break periods. Exam periods are another popular time to extend hours. There is great variation in the combination of hours, days, and times of the year—all pointing to the creative attention being directed to establishing library hours that meet local demands. Those libraries able to provide 24/7 access in all or part of the library still are in the minority.

Reasons to Establish Expanded Hours

Most responding libraries have established a practice of examining library service hours on a regular basis, using gate counts, circulation data, and other measures to indicate how and when the library is being used. Within resource availability, there is an effort to adjust hours as generously as possible. Overall, student requests have been the overriding reason to extend hours (49 responses or 94%)—a measure of both student interest and influence. Requests from library administrators (25%) and faculty (19%) have also influenced this decision. To a lesser degree, the decision has been swayed by requests from library staff, affiliated researchers, and campus administration. Opening a new library that has high demand services and equipment provided an impetus—and support—for greatly expanded hours for some libraries. Occasionally, requests were

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accommodated through the availability of special grant funds or access to new students fees or tuition.

Areas and Services Accessible during Extended Hours

Study space—both individual and collaborative—is the area of the library most often open during extended hours (48 responses or 92%). The stacks (77%), computer lab facilities (64%), and copy machines (67%) also rank high, however. Some libraries have study rooms or areas—such as a reserve room—that can be secured from the rest of the library to accommodate extended hours of access, if not service. The need for food and coffee during the wee hours was recognized by the 19 respondents (37%) who provide access to food or vending service.

The services provided during extended hours vary greatly, but most libraries offer access to online resources (83%) and the general collections (77%) in addition to the study areas. More than half (58%) provide circulation services—some by means of self-check units. Laptops and laptop ports are starting to be available for extended hours (17%). In only one case was access to special collections available. Very few libraries are able to provide services that require extensive staff expertise such as reference (19%) and technical support (12–15%).

During extended hours the open building areas and services are typically made available to affiliated students, faculty, and staff. Seventy-five percent of the respondents also permit access to other affiliated researchers. More than half (56%) allow use by the general public. In one case, members of the general public may purchase a card that permits six months of access. The library areas and services that are made available during extended hours influence both the type of staff and security that are needed.

Staffing for Extended Hours

Often staffing is not an issue when the accessible area is outside the security envelope of the library or if library services are not provided. Staff reassignment is the most common way to provide any necessary staffing (35 responses or 67%). Those reassigned generally are support staff (71%) and students (63%). A number of libraries successfully rely upon staff to volunteer to cover the extra hours, usually with overtime pay. Many libraries report using existing security staff or hiring only a small number of new security personnel when hours are increased. New staff was hired to cover expanded hours in fewer than half (46%) of the responding libraries and most new hires were students (67%).

Security during Extended Hours

Respondents report working closely with campus police who either provide security service or train library staff and oversee security concerns for the library. Security personnel generally are deployed at least for the extra hours the library is open, but a number of libraries have such personnel on duty all the hours the library is open. Libraries use a variety of systems to protect users and facilities during extended hours. Security walk-throughs are common (73%), as is a staffed security desk (53%). Video cameras and alarm systems are the next most frequently used (33% and 25% respectively), while technologies such as key cards (14%) and motion or glass break sensors (12% and 8% respectively) are less frequently employed. More than half of the responding libraries (56%) report that staff training for security is something they still need to address and several mentioned it as the next step in their work. When training does occur, it typically includes basic first aid, personal safety procedures, and how to handle facilities emergencies.

Partnerships and Special Funding to Support Extended Hours

Creating partnerships to help support extended hours still is not common. Only 18 libraries (35%) reported partnering with another institutional unit. When partnerships are formed, they generally are with campus police (72%) or another group that focuses on individual safety. Students groups, including ROTC in one case, that have "safe walk" and other escort or night van services are typical partners (22%). Since extended library hours are usually in the middle of the night, this is both natural and appropriate. The few partnerships with information technology units (22%) on campus

permit the library to give expanded technical support.

New and base funding was received by fewer than half of the libraries (44%) that extended their hours. New money generally came from campus administration (52%). In some cases, student groups provided both pressure and funding to expand hours (13%). Special fees and access to tuition increases to support generous hours were reported, but are rare.

Evaluating the Success of Extended Hours

Traditional use measures guide evaluation of extended hours programs with circulation, head counts, and computer use being relied upon most heavily. User surveys and informal information gathering methods, such as suggestion boxes, rank just below service and facilities use measures. Many libraries do make an effort to hold focus groups and meet with student groups and administration to solicit feedback on access and service needs.

Future Plans

While a few libraries (6%) report declining use of extended hours or lack of demonstrable demand, most (82%) proclaim success in the regular or pilot program and plan to continue. A few (10%) are still assessing demand and use to determine whether to continue the pilot program.

Conclusion

Increasingly, the provision of extended hours is becoming an expected component of the academic library program. Demand and demonstrable need guide most decisions to expand hours while the availability of new money is less a factor. Safety is a clear element in planning and implementing extended hours and most campus partnerships relate to security issues. We expect more experimentation with library hours and perhaps the physical reorganization of libraries to accommodate safe use at a minimal cost. As library users come to expect increased hours of access to library study space, it will be interesting to see if their expectations expand to include more access to higher-level services.

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Extended Library Hours

Survey Results

The theme of the library as place is one with which librarians increasingly are familiar. The library as place brings up a variety of images including access to advanced technology, collaborative working spaces, variety of services—including food, security, and increased accessibility. Enhancing accessibility through extended service hours is a common request from users. For libraries that have considered open hours to midnight quite extensive, a demand to keep the library open into the wee hours of the morning or, indeed, 24/7, comes as a challenge.

Are libraries responding to this demand? If so, in what ways are they responding? The budget and staffing issues are very real. Who to serve, when, and how are questions that must be faced. Policies must be changed or newly created. Arrangements for security are paramount. Partnerships often prove a way to expand and enhance services. Are libraries forming them? If so, with which other units or services? This SPEC survey will help to provide a perspective on extended hours in ARL libraries and answer some of the questions raised by such a significant service change.

This survey was designed by Patricia Ann Steele, Head, Customer and Access Services, and Carolyn Walters, Head, Undergraduate Library, at Indiana University, Bloomington.

Please submit this survey and send the requested documentation by **June 25, 2001**. As always, individual responses to the survey will be treated confidentially.

Note: Sixty-three of the 121 ARL member libraries (52%) responded to the survey.

Background

1. Do you offer extended hours of access to the library building? (n=63)

Yes	52	83%
No	11	17%

2. When did the library begin offering extended hours? (n=52)

Year	n
1973	1
mid-1980s	4
late 1980s	2
early 1990s	7
mid-1990s	8
late 1990s	18
early 2000s	10

3. What led to the decision to extend library hours? Check all that apply. (n=52)

Student requests	49	94%
Library administration requests	13	25%
Faculty requests	10	19%
Library staff requests	3	6%
Affiliated researcher requests	3	6%
Other	12	23%

Please explain

Respondents reported that requests also came from student government and university administrators. A few indicated that hours were extended when new funding sources became available. Funding in one case was from a government grant and in another was tied to a tuition increase targeted to extend library hours. A new student library fee was a factor in at least one library. Several libraries extended hours based on gate count data, user surveys, and focus group feedback. At one institution extended hours were linked to the opening of a new library.

Hours

4. What hours is the library open? (n=52)

Generally libraries consider extended hours those past midnight. Many keep regular hours until 2 a.m. while most have such extended hours during exams and reading periods prior to exams. Fridays and Saturdays generally have shorter hours, as Sunday noon through Thursday night seems to be the period of heaviest concentration for library use. A small number of libraries have 24-hour schedules.

5. For what parts of the year are extended hours offered? Check all that apply. (n=51)

The academic year only	24	47%
The entire calendar year	8	16%
Holidays	3	6%
Breaks	2	4%
Other	27	53%

Please explain

Most other responses covered some small number of weeks at the end of each semester before and during exams.

6. What parts of the library are open for extended hours? (n=52)

Study areas	48	92%
Stacks	40	77%
Copy facilities	35	67%
Computer lab or clusters	33	64%
Collaborative areas	29	56%
Reference	23	44%
Food/vending	19	37%
Other	17	33%

Please explain

Respondents also reported use of a single room—reserves, periodicals, or a study lounge—or a single floor for extended hours. In some cases the room could be accessed from outside the library perimeter after regular hours.

Staffing

7. Was staff **reassigned** to cover the extended hours? (n=52)

Yes	35	67%
No	17	33%

If yes, what level of staff was reassigned to provide service for extended hours and how many FTE for each level? (n=35)

		FTE			
	n	**Min**	**Max**	**Mean**	**Std Dev**
Support staff	25	0	70	5.1	14.9
Student assistants	22	.5	5	1.6	1.3
Librarian	1	1	1	1	
Administration	0				
Other	12				

Please explain

Security personnel are the other staff most often reassigned. In some cases, the library asks regular staff to volunteer for extra hours. Overtime generally is paid for those hours. In one case, temp workers were hired when not enough staff volunteered. Self check units were also mentioned as a way to provide circulation service without having staff during extended hours.

8. Was **new** staff hired to cover extended hours? (n=52)

Yes	24	46%
No	28	54%

If yes, what level of staff was hired to provide service for extended hours and how many FTE for each level? (n=24)

		FTE			
	n	**Min**	**Max**	**Mean**	**Std Dev**
Student assistants	16	.4	10	3	2.6
Support staff	8	1	7	2	2.2
Librarian	2	1	2	1.5	
Administration	0				
Other	13	1	3	1.6	.9

Please explain

Security personnel were added by many libraries and, in one case, temp workers.

Services

9. Who can gain access to the building during the extended hours? (n=52)

Students	51	98%
Faculty	50	96%
Staff	49	94%
Affiliated researchers	39	75%
General public	29	56%
Other	5	10%

Please explain

One respondent reported that researchers from other local universities who have current identification are admitted after regular hours. One library allows members of the general public to purchase an access card for $10 for 6 months.

10. What types of access and service are provided during extended hours? Check all that apply. (n=52)

Individual study space	47	90%
Collaborative study space	43	83%
Online resources	43	83%
General collections	40	77%
Circulation	30	58%
Computer labs	29	56%
Reserve readings	26	50%
Reference service	10	19%
Laptop check-out	9	17%
On-call technical support	8	15%
In-person technical support	6	12%
Special collections	1	2%
Other	13	25%

Please explain

Other services mentioned were Internet access, copy services, laptop ports, and services for students with visual disabilities.

Security

11. What kind of security system is used during extended hours? Check all that apply. (n=51)

3M exit detection	38	75%
Security personnel walk throughout the library	37	73%
Security personnel staff a security desk	27	53%
Video camera(s)	17	33%
Alarm system	13	25%
The library is cleared at a certain time, then only authorized users have access	8	16%
Key cards	7	14%
Motion sensors	6	12%
Glass break sensor	4	8%
Key pad	1	2%
Other	11	22%

Please explain

The most mentioned "other" approach was library entry control staff who check IDs and/or monitor readers coming into and out of the library. In some cases, regular staff provide oversight of staffed areas during extended hours. In others, campus police are on call if needed.

12. If dedicated security personnel are used, what hours do they work? (n=33)

Many libraries have security personnel who cover the library all the hours it is open—not just extended hours. Those who do not have such a situation use the security staff for the extended late hours—usually after 10 p.m. Short shifts range from three to six hours of coverage, for example 8 pm to 2 am; 10 pm to 2 am; or 11 pm to 2 or 3 am. Full shifts range from seven to twelve hours, for example 6 pm to 1 am; 11 pm to 7 am; midnight or 1 am to 8 am; or 8 pm to 8 am.

13. Has library staff received special training to handle security problems? (n=50)

Yes	22	44%
No	28	56%

If yes, please describe.

Typically, staff is trained in basic first aid, facilities emergency, and personal safety procedures and instructed who to call in the case of an emergency. Libraries that provide special training generally rely upon campus police and other security professionals to provide guidance and workshops. Many campus police units also provide manuals and procedures for handling security situations. One library reported training staff to handle misuse of computer workstations along with other problems.

Partners

14. Does the library partner with any other institutional unit(s) to staff extended hours? (n=51)

Yes	18	35%
No	33	65%

If yes, which units? (n=18)

Security	13	72%
Information technology	4	22%
Student groups	4	22%
Instructional support unit	0	0%
Other	7	38%

Please explain

Respondents mentioned partnerships with campus escort and van services as well as food services and ROTC.

15. What contribution does this unit provide? (n=18)

Security staff	11	61%
Technical support staff	3	17%
Instructional staff	1	5%
Hourly desk staff	0	0%
Other	10	56%

Please expiain

Escort and van services, food service, and miscellaneous funding were the most reported contributions in addition to those listed above.

Budget

16. Did the library receive new money to extend hours? (n=52)

Yes	23	44%
No	29	56%

If yes, from what source? (n=23)

Campus administration	12	52%
Student groups	3	13%
Campus academic support units	1	4%
Special grant	1	4%
Information technology	0	0%
Other	9	39%

Please explain

In one case a tuition increase helped fund extra library hours. Other respondents mentioned a special student library fee and income from a student library endowment. Cooperative programs with outside organizations also were part of an income source for one library.

Evaluation

17. Please describe the techniques and/or measures (e.g. user surveys, gate counts, focus groups, informal feedback, etc.) the library uses to evaluate the success of extended hours services. (n=50)

The most frequent evaluation measure is use. Use is measured by occupancy counting, gate counts, circulation statistics, and the use of access cards and computer transactions. User surveys are relatively common as are informal techniques such as suggestion boxes, user sign-up comment sheets, and anecdotal comments. Focus groups and meetings with student associations and campus administration also were mentioned. One library tracked security incidents as an evaluative measure.

18. What are the library's future plans for extended hours? (n=50)

This is a successful service and we plan to continue it	39	78%
This is a pilot and we will evaluate whether to continue	5	10%
We plan to discontinue this service for the following reasons:	3	6%
This is a pilot and we plan to continue the service	2	4%
This is a pilot and we plan to discontinue the service	1	2%

Respondents who plan to discontinue this service cited reduced or minimal use of the library during extended hours. The continued availability of funding always will be a consideration.

Additional Comments

19. Please submit any additional information regarding the extended hours at your institution that may assist us in accurately analyzing the results of this survey.

For the most part libraries are satisfied with extended hours and are looking for ways to assess effectiveness through formal benchmarks. All review hours regularly and many would like to increase hours further as they identify specific needs. Initial fears libraries had about collection damage and other problems did not materialize with extended hours. Problems with stability in security guard staffing were mentioned by one library. New libraries often seem to be faced with making a decision about generous hours from the very beginning of planning.

Responding Institutions

University of Alabama
University of Alberta
Arizona State University
Auburn University
Boston College
Brigham Young University
University of British Columbia
Brown University
University of California–Davis
University of California–Irvine
University of California–Riverside
University of California–San Diego
Canada Institute for Scientific and Technical Information
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University of Oklahoma
University of Pittsburgh
Purdue University
Rice University
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University of Saskatchewan
Smithsonian Institution
Southern Illinois University
State University of New York at Albany
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Virginia Tech
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Wayne State University
University of Western Ontario
University of Wisconsin
York University

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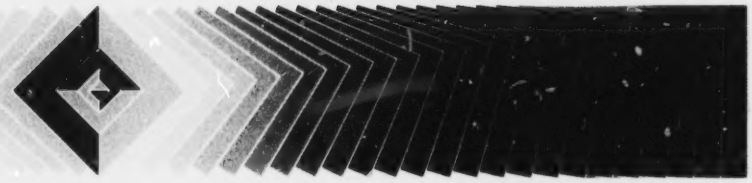


Representative Documents

Association of Research Libraries

Office of Leadership and Management Services

SPEC Kit 264
Extended Library Hours

Building Access and Use Policies

http://www.bc.edu/bc_org/avp/ulib/circ/circpol.html#Access

Boston College Libraries |

Circulation Services and Policies

Borrowing Privileges

- Boston College Students, Faculty and Staff
- Research, Teaching and Graduate Assistants
- Alumni--Boston College and Saint John's Seminary
- Boston Theological Institute Members
- Saint John's Seminary Faculty and Students
- Boston Library Consortium
- Feepay Borrowers

Policies

- Access to the Libraries
- Circulation
  - Overdue and Replacement Charges
  - Patron Responsibility
  - Renewals
  - Requests (Recalls, In-Process, On Order, Remote Sites)
  - Searches
- Telephone Numbers/Circulation

Policies

Access

The O'Neill Library is open to the public except during exam periods in the Fall and Spring when access to the building is limited. During these two periods entrance to the building is limited to Boston College students, faculty and staff after 5 p.m. Monday through Friday, and all day Saturday and Sunday. From 9 a.m. to 5 p.m., Monday through Friday the library remains open to non-Boston College users.

Consult the Libraries Hours for updates on when restricted access periods occur.

Circulation Services for Brown University

STUDENTS, FACULTY & STAFF

E-mail notify sign-up

Library Access and Use | Locating Materials

Borrowing Library Material

Other Library Services & Facilities | If We Don't Have What You Need.

Library Access and Use

Welcome to the Brown University Library! Whenever coming to the Library, be sure to bring your **Brown ID** card, as it is required for library admittance and book checkout. Swipe your ID through the card reader at the entrance of the Rockefeller and Sciences Libraries, and present it at the Circulation desk for book checkout. *NOTE: All ID cards are non-transferable, and may be used only by the person named on the card, who is responsible for the card's safe-keeping and use.*

Smoking and food are prohibited from all library buildings. **Beverages** are permitted, as long as they are in tightly covered, spill-resistant containers. No food or drink is permitted near any computer equipment.

To **protect the library's collections**, please use material with care, do not write in books, keep them dry, and refrain from using self-stick notes. Also, be aware that damage, concealment, or theft of library materials is prohibited by the University and the Library, and also by Rhode Island State law.

CASE WESTERN RESERVE UNIVERSITY

http://www.cwru.edu/UL/INFO/Acceptableuse.pdf

Acceptable Use Policy

Access to Kelvin Smith Library information materials, computers, network, and building resources is a privilege granted to CWRU registered students, faculty, alumni, and staff.

The Library also welcomes authorized, affiliated users and guests whose needs for access reflect the educational and research mission of the University and whose usage does not interfere with access by CWRU students, faculty, and staff.

General Guidelines

Children under 14 years old must be supervised at all times by a parent or legal guardian.

All users should be prepared to present identification at any time.

This Policy applies to all library users, whether affiliated with the university or not.
All users are responsible for their actions and are accountable for their conduct.

All users are expected to show restraint in the use of shared resources, and to demonstrate consideration for others' information needs.

To provide a secure research environment for all users, library staff or CWRU Security are authorized to:

- request current identification of any person in the library
- question any person if it appears that this Policy or CWRU policies are being disregarded, and to call for other assistance if necessary
- limit or revoke library privileges at any time if policies are disregarded

Unacceptable Use

Unacceptable uses include but are not limited to the following.

- using resources for any purpose which violates federal or state laws
- using resources for unauthorized commercial purposes
- using resources in a manner that is disrespectful or intimidating to others
- engaging in behavior that disrupts the activities or safety of others
- damaging or removing materials, furnishings, or any structure of the building
- wasting networked resources (tying up computers, excessive printing)
- drinks not in spill-proof containers, food violating the Drink& Snack Policy at http://www.cwru.edu/UL/Service/foodpolicy.html
- loitering
- engaging in game-playing or other electronic activities not directly related to research, particularly when it dominates resources needed by other users.

The Library maintains the right to restrict the access of any person who abuses these guidelines. Persons who violate this policy may also be subject to disciplinary or legal actions.

Acceptable Use Guidelines for the use of information resources are derived from current University policy, legal considerations, and standards of decency and common sense that apply to the use of shared resources. These guidelines reflect the goal to maintain Kelvin Smith Library as an effective and valuable information resource for the CWRU community.*

** Information Services Ethics Policy 6/1997. http://cnswww.cns.cwru.edu/phone/phonebook/local/IS_Ethics.html*

About CU Library

Who may use the library?

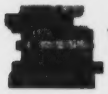
The University maintains Cornell University Library to meet the education and research needs of its students, faculty, and staff.

Many CUL resources are also available to the individuals not affiliated with Cornell. Three libraries -- the Albert R. Mann Library, the Veterinary Library, and the Industrial and Labor Relations Library -- serve the colleges of the State of New York and offer Statutory Privilege Cards to people affiliated with other State University of New York (SUNY) Institutions and to New York state residents. (For more information, see SUNY at Circulation Policies.

The University allows all visitors with research needs to use the libraries' collections, providing use does not conflict with its primary responsibility to members of the Cornell community. The Cornell University Library Gateway provides information about the Library and access to many online resources. Anyone visiting the campus libraries may fully utilize the electronic reference resources available through the Library Gateway at kiosk workstations. Because of licensing restrictions, remote access to selected Gateway databases is limited to currently registered Cornell students, faculty, and staff. Remote users still have access to many of the Gateway's features.

For more information about circulation policies for Cornell and non-Cornell users, please consult the Access Services Department in Olin Library at 255-5069 or click here: Circulation Policies.

© Copyright 1998-2001 by the Cornell University Library



Olin Library Rules and Regulations

The Library Rules and Regulations are designed to promote an atmosphere conducive to study and research and to protect library patrons and property. The Circulation staff is responsible for ensuring that the Rules and Regulations are observed. Please follow their instructions regarding proper use of library materials and property. In emergency situations, the University Police will assist Library staff.

- FOOD and BEVERAGES: For reasons of building maintenance, sanitation, and the protection of library materials, food and liquids in open containers are NOT permitted in the Library. Beverages in COVERED containers or cans may be consumed in the Library.
- SAFETY: For safety considerations, skating, running, sliding down banisters, and similar activities are prohibited. Skate boards, in-line skates and collapsible scooters must be carried while in the building and may not be placed where they obstruct corridors or pathways.
- BICYCLES: Bicycles and non-collapsible scooters may not be brought inside the building.
- GROUP STUDY: Group study is permitted only in lounge areas and unoccupied classrooms.
- NOISE: Noise should be kept to a minimum. Lounges on levels 1 and 2 are provided for quiet conversations and class breaks.
- STAIRWAYS: Safety and fire regulations forbid lingering or sitting on stairways. Books, purses, etc. should not be placed on handrails.
- SMOKING: Smoking is not permitted in the Library. Chewing tobacco is not allowed.
- PETS: Animals, with the exception of trained assistance or guide dogs, are not allowed in the library.
- IDENTIFICATION CARDS: To assure legitimate use of the library, staff may request that patrons present valid identification. Non-Washington University users may use the library until midnight. Valid Washington University identification is required to enter the building after midnight.
- POSTERS and HANDBILLS: Posters and handbills may not be attached to the building or columns, internally or externally, nor distributed within the building, unless authorized by the Library Administration Office.
- PERSONAL PROPERTY: Theft of personal property can occur. Do not leave personal property, particularly purses and articles of value, unattended anywhere in the library.
- CLOSING TIME: At 30 minutes before the closing hour, a bell will be rung. This is a signal to prepare to leave the library while there is still time to check out needed materials. At 20 minutes prior to closing, the bell will be rung twice; at 10 minutes before closing, thrice; at the closing hour, the bell will be rung four times to signal that the library is closed.

© 1993-2001 Washington University, St. Louis, Missouri, USA

COLLEGE LIBRARY
in Helen C. White Hall

General Info : Freqently Asked Questions

Staff Directory Services Directory

Use Policies
Entrance Policies
Food & Drink
Smoking
Computers
McBurney Rooms

Building Information
Cleanliness
Heating & Cooling
Hours

Library Services
Study Areas
Lost & Found

Other Services
GUTS
Campus Telephone
Public Telephone
Vending Machines

Use Policies

Entrance Policies

College Library serves the library and research needs of University of Wisconsin students, faculty, and staff. Visitors using College Library for research and study are welcome. People entering College Library after 11:30 p.m. are required to present a valid UW-Madison ID or valid identification issued by Memorial Library.

Building Information

Hours

During the Fall and Spring Semesters, College Library is open:

Sunday: 10:00 a.m. to 3:00 a.m.
Monday - Thursday: 8:30 a.m. to 3:00 a.m.
Friday: 8:30 a.m to Midnight
Saturday: 10:00 a.m. to Midnight.

Hours vary during other sessions, inter-sessions and on holidays.

College Library has not been funded to be a 24-hour library. The Associated Students of Madison (ASM) conducted a survey of students on this issue to determine whether students desired access to library collections, to computer facilities, or to study space, what use such a facility would have, which facilities would be most heavily used, and where the funds for staffing the facility would come from. Analysis of the survey by the ASM indicated that library facilities would not be heavily used during the early morning hours.

For computer services, the DoIT Microcomputer Lab at 1210 W. Dayton St. is open 24 hours.

Research Help
Ask a Librarian
Core Resources
Research Guides

General Information
Collections
F.A.Q.
About Ms. White
Feedback
Hours
Jobs
Loan Policies
Virtual Tour

Services
Circulation
E-Reserves
InfoLab
Library Instruction
Reference
Reserves

Special Collections
Career
Ethnic Studies
Gaus (Poetry)
Media
Recreational
Women's

External Links
GUTS Tutoring
Public Library
UW-Madison
Writing Center

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Visitor Policies

http://library.wustl.edu/about/olinrules.html

BOBST LIBRARY AT NYU

REFERENCE & SERVICES

Visitors' Policies

Bobst Library is intended primarily for the use of faculty, students and other members of the New York University community. Researchers and scholars not affiliated with the University, however, may utilize the library's collections under the guidelines set forth below.

Please note: beginning 16 January 2001 -- From midnight until 7am, access to the study areas on the A&B levels will be restricted to NYU students, faculty and staff only with valid NYU identification.

Affiliated Libraries

Students and faculty of New School University, Parsons School of Design, Mannes College and Cooper Union are allowed access to Bobst Library upon presentation of their valid university photo ID. According to our consortium agreement, faculty and students who are not in degree-granting programs and non-professional staff members from these institutions do not have library privileges at Bobst. Students, faculty and staff of Hebrew Union College and the New York School of Interior Design are also allowed library privileges at Bobst.

Research Libraries Group (RLG)

Students, faculty and professional staff of RLG ShaRes member institutions, outside the metropolitan region, are allowed reading privileges upon presentation of a valid school identification.

Note that students, faculty, and staff at RLG institutions within the New York metropolitan area must provide a METRO referral card for access to Bobst, unless their institution is covered by a special agreement with NYU.

METRO Referrals

The Metropolitan New York Library Council (METRO) offers a referral service to most area libraries. Individuals may be referred by participating METRO libraries if particular items are not available in either the user's "home" library or the public library systems. Upon verification of a title's availability, a librarian at a METRO library may issue a METRO card which will allow an individual a one-time-only visit to Bobst to use the specified item in the library. The referral is not intended for general use of the Bobst Library collections or services.

NYU Alumni

Upon presentation of a valid NYU Alumni membership card, an individual will be allowed access for three visits to Bobst. Thereafter, to acquire reading or borrowing privileges, alumni may join the Friends of Bobst Library at a reduced rate.

Friends of Bobst Library

In return for a tax deductible contribution, individuals may join the Friends of Bobst Library. Annual membership terms extend from September 1 through August 31 of the following year. Friends members may access the library any time the stacks are open (click here for library hours). NYU alumni and residents of Community Boards 2 and 3 in Manhattan may purchase memberships at a reduced rate. CB 2 & 3 residents must present proof of address (such as a lease or recent utility bill) to qualify for reduced rates.

Membership rates:
2000-2001 and 2001-2002 academic years

Readers' memberships for Alumni/Community Board 2/3 residents:

$125 for the year (Fall/Spring/Summer semesters)
$75 for Spring and Summer semesters
$50 for Summer semester only

Readers' memberships for others:

$175 for the year (Fall/Spring/Summer semesters)
$115 for Spring and Summer semesters
$65 for Summer semester only

Borrowers' memberships for Alumni/Community Board 2/3 residents:

$125 reader's contribution plus $500 fee for the year (Fall/Spring/Summer)
$75 reader's contribution plus $375 fee for Spring and Summer semesters
$50 reader's contribution plus $125 fee for Summer semester only

Borrowers' memberships for others:

$175 reader's contribution plus $500 fee for the year (Fall/Spring/Summer)
$115 reader's contribution plus $375 fee for Spring and Summer semesters
$65 reader's contribution plus $125 fee for Summer semester only

Please note that only the reader's fee is a tax-deductible contribution; the additional fee required to become a borrower is not tax-deductible. Friends' cards are issued at the Access desk at the entrance to Bobst library.

Members receive a Friends of Bobst Library photo-ID card which is non-transferable and valid only at Bobst Library. This membership card must be presented at the entrance to the library to gain access, and at the Circulation desk to check material out (for borrowers). A fee will be charged to replace a lost card. Friends members are bound to follow all library policies; for information on Circulation policies (for borrowers), click here.

Visiting Faculty

Faculty from other universities, upon presentation of valid identification, will be granted one-day courtesy reading privileges. Scholars who are engaged in research in affiliation with an NYU academic department or school, who do not have NYU ID, should consult their NYU department or school for requesting extended library privileges.

Family and Guests

Due to the size of the NYU constituency and the library's limited space, students are generally not permitted to bring guests into the library. Exceptions: NYU students may bring their parents into the library for a tour, and may bring their young children into the library with them if the children are constantly supervised by them and do not create a disturbance in the library. Immediate family, including domestic partners, of NYU administrators, faculty and staff are eligible to register for an NYU identification card which will allow library privileges. NYU personnel may obtain ID registration forms for their immediate family, domestic partners and children of the partner from their respective schools.

Special Collections, United States and United Nations Collections

Bobst Library's special collections are available to qualified researchers. These include the Fales Library of English and American Literature, Tamiment Library/Wagner Labor Archives, and New York University Archives. The United States and United Nations documents collections are available for public use. The Access Unit staff issues passes for use of all these collections. Inquire at the entrance to the library.

Selected list of libraries in New York City open to the public

- New York Public Library/The Research Libraries
  - The Research Library* - 5th Avenue and 42nd Street, 930-0830
  - Library of the Performing Arts - 111 Amsterdam Avenue (Lincoln Center), 870-1630
  - Schomburg Center for Research in Black Culture - 515 Malcolm X Blvd., 491-2200
- New York Public Library/The Branch Library System
  - Donnell Library Center (notable children's literature and media center) - 20 W. 53rd Street, 621-0618
  - Jefferson Market (nearest neighborhood library) - 425 6th Avenue (at 12th Street), 243-4334
  - Mid-Manhattan* (circulating college level collection) - 455 5th Avenue, 340-0833
- Brooklyn Public Library
  - Business Library - 280 Cadman Plaza West, (718) 722-3333
- New York Academy of Medicine Library - 2 East 103rd Street, 876-8200 x320

*Consult the reference departments in these libraries for referral to other collections in the metropolitan area.

Last Updated:*August, 2001*
URL:*http://www.nyu.edu/library/bobst/info/acserv/visitors.htm*
Questions/Comments: *libweb@nyu.edu*

Return to: Access Services

Bobst Library | NYU Libraries | NYU Home Page
Catalogs | Databases | Subject Guides | E-Journals & Texts | Reference & Services
General Info | Collections | How to Use Bobst | Media, TV & Computers
Beyond Bobst | Search This Site | Comments

LIBRARY

FONDREN LIBRARY RICE UNIVERSITY

Library Services for Non-Rice Users

The Fondren Library is open to the general public for onsite use from 7:00AM until midnight. Between midnight and 7:00AM, only users with valid Rice IDs will be admitted to the building; however, users already in the building will be allowed to stay. All users without a valid Rice University ID must present a photo ID and sign in at the entrance. For additional information about policies related to outside users:

Computer Access for Library Visitors

Information for High School Students

Circulation Privileges for Outside Borrowers

Information about the Friends of Fondren

Information about R.i.C.E., an information service for the research and business community

LIBRARY RICEINFO INTERNET SEARCH

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fondren-web@rice.edu,8/5/01

SYRACUSE UNIVERSITY LIBRARY

Visitors Policy

Introduction

This policy outlines the privileges and obligations of Syracuse University Library users not affiliated with SU. It applies to the Syracuse University Library, which includes E. S. Bird Library, and the Science and Technology Library and its branches. The policy does not apply to the Law Library or the Martin Luther King, Jr. Library, which are separately administered.

As a research institution and depository for U.S. government publications, this library serves the research needs of unaffiliated scholars and members of the community by providing visitors with access to library collections and most services. At the same time, the Library gives priority in service to University-affiliated individuals who constitute its primary user community. As a result, the Library must sometimes limit access or otherwise restrict the use of selected facilities, collections, and services. Library facilities are not available to visitors for casual or recreational use.

Visitor Registration

Syracuse University I.D. cardholders may enter Bird Library through the turnstiles; visitors are required to show valid identification at the Library entrance. Patrons who have alumni, guest borrower, or access cards are asked to show their card to the entrance staff on duty. Visitors from LeMoyne College, Onondaga Community College, and SU-affiliated programs are requested to show their valid institutional I.D. card. All other visitors are asked to complete a visitor registration form and to show identification. The library reserves the right to limit the use of selected resources to SU I.D. cardholders only. Please see the Circulation information bulletin for further details.

Visitor Privileges

- SUMMIT, the Library's online catalog, includes access to other libraries' holdings as well as numerous databases. The Local Catalog database is available without restriction; most of the other databases are accessible only from workstations within the syr.edu or esf.edu computing domains and to those dialing in from SUnix;
- Use of library materials in-house, including collections housed in library stacks, government documents collections, reference collections, current periodicals and newspapers except those held at the reserve desk, and microform collections;
- Use of copy services and photocopiers;
- Access to the Special Collections Department.

Borrowing Privileges

On-site borrowing privileges are available at no charge to the following, who may obtain guest borrower cards at the circulation desk of Bird or the Science and Technology Library:

- Project Advance students and faculty,
- special SU summer program students,
- Syracuse University alumni,
- SUNY ESF continuing education students,
- SUNY Health Science Center faculty, students, and staff,
- members of Syracuse University Library Associates (Patron level and above),
- Chancellor's Fellows,
- LeMoyne College faculty,
- Onondaga Community College faculty.

Borrowing privileges are available for a fee to residents of the Syracuse community and other unaffiliated adults, including graduate students and faculty of other institutions.

Guest borrower fees are:

- $25.00/month
- $50.00/semester
- $100.00/year

Borrowing privileges are not offered to undergraduates of other institutions, except by inter-institutional agreement, nor are they offered to high school students.

Institutional Borrowing

Members of corporations and/or organizations may purchase guest borrowing privileges in the organization's name. Up to two guest borrower cards will be issued to an organization. The Library requires the name of an officer of the institution who will be responsible for accrued fines and fees for damaged or lost library materials. Computer searches are also available to institutional borrowers on request, for a fee.

Institutional borrowing fees are:

- Not-for-Profit -- $75.00/semester, $150.00/year
- For-Profit -- $150.00/semester, $300.00/year

Loan Policies

Library materials are loaned to guest and institutional borrowers for 28 days. Up to ten items may be charged out at a time. Certain materials, for example course reserves and most media including videos, may not be borrowed. Newspapers and periodicals held behind the Reserve Desk may be used with a guest borrower's card.

Failure to return library materials by their due date may result in the loss of borrowing privileges. Borrowers agree to be responsible for all fines, reimburse the Library for lost or damaged materials, and to return immediately materials recalled for another patron. For details, please refer to the Syracuse University Library Fine Policies information bulletin.

Other Privileges

Visitors may ask reference staff for help in using SUMMIT -- the online catalog, and reference sources, and in locating Library materials. CD-ROMs and other electronic resources in reference areas may be available when not in use by Syracuse University students, faculty or staff, or restricted by license agreements. At certain times, priority in reference service and in the use of electronic and other library resources may have to be given to the Library's primary users.

Restrictions on Service

The following services are not available to visitors:

- Interlibrary Loan,
- Course reserve materials,
- Selected microcomputers or computer software,
- Selected media materials,
- Recall of materials checked out by others,
- Media Services workstations except when viewing government publications.

University research library collections and services are not designed or intended to meet the needs of younger students or children. For this reason, visitors of younger than high school age should be accompanied by an adult at all times.

Groups

Group tours of the Library for students or groups of high school age or higher may be arranged by calling the Information Services Department at 443-2730, or the Science & Technology Library at 443-2160, in advance of the intended visit. The Library schedules group tours during times that do not conflict with campus academic needs.

Rules of the Library

The SU Library is committed to providing library users with the resources required for research and study in an atmosphere that enhances the pursuit of scholarly activity. Food and drink are not permitted, except in the first floor study area. Visitors who engage in noisy or disruptive behavior or are using library facilities for purely recreational purposes may be asked to leave.

Audio Tour

A self-guided audio tour of Bird Library is available at the Circulation Desk.

Extended Service Hours

NCSU LIBRARIES

about the libraries: Hours, Phone Numbers

services

- Borrow / Renew
- My Borrowing Record
- Request Items / TRIPSaver
- Course Reserves
- Ask a Librarian
- Distance Learning
- Workshops / Guides
- Suggest a Purchase
- Copyright Issues
- Centennial Campus Services
- Other Services

about the libraries

- Hours, Phone Numbers
- Directions, Parking
- Branch Libraries
- Departments
- Friends of the Library
- NC State Staff Directory
- News and Publications
- Employment
- Policies

site help

- Comments
- Site Index
- Search this Site

NCSU Libraries
2205 Hillsborough Street
Box 7111
Raleigh, NC 27695-7111
(919) 515-3364

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NC STATE UNIVERSITY

Hours & Phone Numbers

Schedule of Hours for the NCSU Libraries
August 19, 2001 through January 6, 2002

Branch Libraries | Affiliated Libraries and Reading Rooms | Phone Numbers

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D.H. Hill Library (Main Library)

Building/Circulation/Reserves/Periodicals*

Sunday 9:00 a.m. with 24-hour service until Friday, 10:00 p.m.	
Saturday	9:00 a.m. - 10:00 p.m.

* Building access is restricted to NC State students, faculty, and staff between MIDNIGHT and 7:00 a.m. A current university picture ID is required.

Reference Desk

Sunday 9:00 a.m. with 24-hour service until Friday, 10:00 p.m.	
Saturday	9:00 a.m. - 10:00 p.m.

Interlibrary/TRIPSaver/Technical Information Center

Monday-Friday	8:00 a.m. - 5:00 p.m.

Media Center/Microforms Center

Sunday	1:00 p.m. - Midnight
Monday-Thursday	7:00 a.m. - Midnight
Friday	7:00 a.m. - 10:00 p.m.
Saturday	9:00 a.m. - 10:00 p.m.

Photocopy Services

Regular Office Hours:

Monday-Friday	8:00 a.m. - 5:00 p.m.

Night/Weekend Hours:*

* Attendant is on duty. Knock on the door inside Photocopy Services lobby.

Monday-Thursday	5:00 p.m. - 1:00 a.m.
Friday	5:00 p.m. - 10:00 p.m.
Saturday	9:00 a.m. - 6:00 p.m.
Sunday	9:00 a.m. - 1:00 a.m.

Special Collections/Archives

Sunday	1:00 p.m. - 5:00 p.m.
Monday-Friday	8:00 a.m. - 5:00 p.m.
Saturday	9:00 a.m. - 5:00 p.m.

Exceptions to Main Library Hours

Fall Break

October 14 (Sunday)	9:00 a.m. - 1 a.m.
October 15-16 (Monday & Tuesday)	7:00 a.m. - 1:00 a.m.
October 17 (Wednesday)	7:00 a.m. resume regular schedule

Thanksgiving

November 21 (Wednesday)	Building closes 10:00 p.m.
November 22 (Thursday)	Closed
November 23 (Friday)	9:00 a.m. - 6:00 p.m.

Final Exams

December 7-9 (Friday-Sunday)	24-hour service (Building & Circulation)
December 14-16 (Friday-Sunday)	24-hour service (Building & Circulation)

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University Libraries

REGULAR HOURS

Fall 2001–Spring 2002

Fall Semester: Aug. 21 –Dec. 6, 2001
Spring Semester: Jan. 7 –Apr. 25, 2002

Special Hours may be in effect during:
Exams, Holidays, Breaks

University Park Locations

Architecture Library
Book Renewals by Phone
Arts and Humanities Library
Business Library
Earth and Mineral Sciences Library
Education and Behavioral Sciences Library
Engineering Library
Extended Hours Area
Gateway Commons
Historical Collections and Labor Archives
Lending Services
Life Sciences Library
Library Annex
MacKinnon's Cafe
Maps Library
Mathematics Library
Microforms and Newspapers
Music and Media Center
Pattee Library
Paterno Library
Physical Sciences Library
Pollock Laptop Library
Rare Books and Manuscripts
Reserves
Social Sciences Library
Special Collections Library
Penn State University Archives
Fred Waring's America Collection

Commonwealth Campus/ College Locations

Behrend/Penn State Erie
Dickinson School of Law
Hershey Medical Center
Penn College
Penn State Abington
Penn State Altoona
Penn State Beaver
Penn State Berks
Penn State Delaware
Penn State DuBois
Penn State Fayette
Penn State Great Valley
Penn State Hazleton
Penn State Harrisburg
Penn State Lehigh Valley
Penn State McKeesport
Penn State Mont Alto
Penn State New Kensington
Penn State Schuylkill
Penn State Shenango
Penn State Wilkes-Barre
Penn State Worthington Scranton
Penn State York

Pattee Library and Paterno Library

Including: Arts and Humanities, Business, Education and Behavioral Sciences, Gateway , Interlibrary Loan, Lending Services, Life Sciences, Maps, Microforms and Newspapers, Music and Media Center, Course Reserves, and Social Sciences

Monday–Thursday	7:45 a.m.-midnight
Friday	7:45 a.m.-9:00 p.m.
Saturday	9:00 a.m.-9:00 p.m.
Sunday	noon-midnight

top

Extended Hours Area

Pattee Library, west, ground and first floors

Monday–Thursday	7:45 a.m.-2:00 a.m.
Friday	7:45 a.m.–midnight
Saturday	9:00 a.m.–midnight
Sunday	noon–2:00 a.m.

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top

UNIVERSITY OF VIRGINIA LIBRARY

general information: hours

Reading Holiday | Thanksgiving Break | Exam Period | Winter Intersession
Summer/Intersession | Academic Calendar
Digital Media Center | Electronic Text Center | Geostat Data Center | ILL/LEO
Darden Library | Health Sciences Library | Law School Library

Fall Semester Hours
beginning Wednesday, August 29, 2001

	Mon-Thur	Friday	Saturday	Sunday
ALDERMAN	8am-Mid	8am-9pm	9am-8pm	11am-Mid
Special Collections	9am-9pm	9am-5pm	9am-5pm	Closed
Extended hours during exams				
Alderman Cafe				
ASTRONOMY	9am-5pm	9am-5pm	Closed	Closed
BIOLOGY/ PSYCHOLOGY	8am-10pm	8am-5pm	10am-5pm	1pm-8pm
Extended hours during exams				
CHEMISTRY	8am-5pm	8am-5pm	Closed	Closed
CLEMONS				

Open 24 hours a day, from 10am, Sunday to Midnight, Friday.
Saturday hours are 9am - Midnight.

From 2:00am - 7:30am, entrance into Clemons Library is restricted to students, faculty and staff with valid UVA identification cards.

Clemons Circulation is closed 2am - 8am.

Clemons Reference Desk is open Monday through Saturday, 9am - 10pm,and Sunday, 1pm - 10pm.

	Mon-Thur	Friday	Saturday	Sunday
DARDEN LIBRARY				
EDUCATION	8am-11pm	8am-6pm	9am-6pm	1pm-11pm
Extended hours during exams				
FINE ARTS	8am-Mid	8am-8pm	10am-8pm	Noon-Mid
Extended hours during exams				

COLLEGE LIBRARY
in Helen C. White Hall

Hours for College Library: September

January February March April May June
July August September October November December

September-01

S	M	T	W	TH	F	S
						1 Closed
2 Closed	3 Closed	4 8:30am-2:45pm	5 8:30am-2:45pm	6 8:30am-2:45pm	7 8:30a-11:45p	8 10a-11:45p
9 10a-2:45p	10 8:30am-2:45pm	11 8:30am-2:45pm	12 8:30am-2:45pm	13 8:30am-2:45pm	14 8:30a-11:45p	15 10a-11:45p
16 10a-2:45p	17 8:30am-2:45pm	18 8:30am-2:45pm	19 8:30am-2:45pm	20 8:30am-2:45pm	21 8:30a-11:45p	22 10a-11:45p
23 10a-2:45p	24 8:30am-2:45pm	25 8:30am-2:45pm	26 8:30am-2:45pm	27 8:30am-2:45pm	28 8:30a-11:45p	29 10a-11:45p
30 10a-2:45p						

Research Help
Ask a Librarian
Core Resources
Research Guides

General Information
Collections
F.A.Q.
About Ms. White
Feedback
Hours
Jobs
Loan Policies
Virtual Tour

Services
Circulation
E-Reserves
InfoLab
Library Instruction
Reference
Reserves

Special Collections
Career
Ethnic Studies
Gaus (Poetry)
Media
Recreational
Women's

External Links
GUTS Tutoring
Public Library
UW-Madison
Writing Center

Helen C. White Hall
600 N. Park St.
Madison, WI 53706

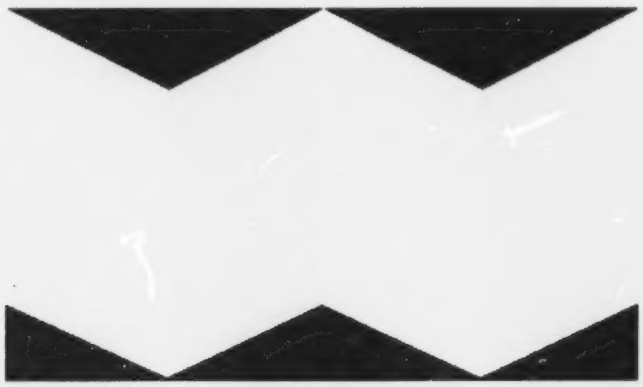
Information: 262-3245
Reference: 262-2604

Comments/Information: collweb@library.wisc.edu
Webmaster: collweb@library.wisc.edu

BEST COPY AVAILABLE

User Surveys

http://www.library.ubc.ca/home/usersurvey1.pdf



UBC LIBRARY

Planning the Future Library
Results of a User Survey

Prepared for:
UBC Library

Prepared by:
Points of View
Research & Consulting Ltd.

February 4, 2000

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INTRODUCTION

The University of British Columbia Library is the third largest research library in Canada with 3.7 million books and 24,700 journal and series subscriptions in its collections. The Library provides information resources to the university community of about 40,000 people from ten locations on campus and three off campus.

Management and staff of UBC Library have undertaken a strategic planning process to prepare for the next two to five years of library operations. Research with library users was needed to provide up-to-date information in support of these planning activities.

The last large-scale survey of UBC Library users was in 1991. This research was supplemented by a focus group study the same year. Since that time, a number of critical changes have occurred, such as the introduction of remote electronic and Internet access, the closing of the Sedgewick Undergraduate Library and the opening of Koerner Library.

Points of View Research & Consulting Ltd. was contracted to carry out a mail survey and focus groups with Library users. This report summarizes the results of the survey. The focus group report is bound under separate cover.

The main objectives of the research were as follows:

- to profile the frequency and type of use of UBC Library resources and services;
- to determine the levels of in-person visits and electronic access of resources and services;
- to identify the main reasons for not visiting the library and for not accessing resources and services electronically;
- to measure perceived quality of service received from library staff and from UBC Library overall;
- to identify any resources and services users feel they need that are not currently available;
- to identify what topics on finding information users feel they would like to know more about and the methods they prefer for learning more about finding information; and,
- to determine user priorities for the most important improvements to library resources, services and facilities over the next three years.

Appendix A of this report contains a description of the methods and procedures of the survey and a few technical notes, which may be of interest for future UBC Library research with users. In Appendix B are the uncategorized responses coded as "other" from the returned questionnaires and respondents' verbatim answers to two open-ended questions (questions 9b and 25). The survey questionnaire may be found in Appendix C.

Priorities for Services

All respondents were asked: **Thinking of your current and future needs, what are the top three priorities you feel UBC Library should address over the next three years when it comes to services (question 16a)? Which of your top three priorities do you feel is number one (question 16b)?** The findings are shown in the chart below. Uncategorized "other specify" responses are in Appendix B.

Priorities for Services

Base: All respondents (who answered the question)

	Weighted Total Sample	
	Top Choice n=1683	Top Three Choices n=1721
Make UBC online catalogue more user friendly	15%	42%
Improve reshelving of collections	14%	35%
More reference help available electronically	13%	38%
Longer open hours	12%	29%
More library staff time to help users find information	12%	29%
Increase length of loan period	11%	31%
Faster delivery of materials from non-UBC sources	6%	20%
More interactive tutorials on Web or online help screens	5%	21%
More in-class instruction on finding information	5%	14%
Introduce credit courses on using information resources	3%	8%
More self-serve check-out stations	3%	18%
Others	2%	1%

The top priority percentages for the first six services shown in the table were very similar. The top three priorities for services were make UBC online catalogue more user friendly, more reference help available electronically, and improve re-shelving of materials. The top priority was make UBC online catalogue more user friendly.

The next table shows the rank order of each service for each group. The rank order was determined by the percentage that chose a particular priority as their top choice (first column) or one of their three top choices (second column). For example, the rank order of priorities for Faculty and Staff show that their number one top choice was more reference help available electronically, their number two top choice was make UBC online catalogue more user friendly, their number three top choice was faster delivery of materials from non-UBC sources, and their number four top choice was a tie between improve re-shelving of collections and more library staff time to help users find information.

Priorities for Services by Group

Base: All respondents (who answered the question)

	Faculty & Staff n=186		Senior Mgt n=10		Arts n=284		Life Sciences n=326		Physical & Applied Sciences n=301		Professional School n=268		Graduate Students n=346	
	Top 1	Top 3	Top 1	Top 3	Top 1	Top 3	Top 1	Top 3	Top 1	Top 3	Top 1	Top 3	Top 1	Top 3
Make online catalogue more user friendly	2	2	2	3	3	2	3	1	2	1	2	1	2	2
Improve reshelving of collections	4	4	n.a.	n.a.	1	1	6	4	5	5	5	8	1	1
More reference help available electronically	1	1	1	1	5	5	4	5	4	2	4	2	2	3
Longer open hours	6	7	4	4	6	6	1	2	1	4	1	3	6	6
More library staff time to help users find information	4	6	4	5	4	4	5	6	6	8	3	3	5	5
Increase length of loan period	8	9	n.a.	n.a.	2	3	2	3	3	3	6	5	7	7
Faster delivery of materials from non-UBC sources	3	3	4	5	9	10	10	7	10	9	10	11	4	4
More interactive tutorials on Web or online help screens	7	4	2	1	10	9	8	7	7	6	8	6	8	8
More in-class instruction on finding information	10	10	n.a.	n.a.	6	7	7	10	8	10	7	7	10	10
Introduce credit courses on using information resources	n.a.	11	n.a.	n.a.	8	10	11	11	11	11	9	10	10	11
More self-serve check-out stations	9	8	n.a.	7	10	8	8	9	9	7	10	8	9	9

The results for top choices by groups were far more diverse for services than for information resources.

UBC online catalogue. The top priority of the total sample was make UBC online catalogue more user friendly, but this was not the top priority of any of the groups. It was the second top choice of Faculty and Staff, Graduate Students, and undergraduate students in Physical and Applied Sciences and Professional Schools, and the third top choice of undergraduates in Arts and Life Sciences.

Re-shelving of materials. The second top choice of the total sample, improve re-shelving of materials, was the top choice of two groups – Graduate Students and Arts Undergraduates, the fourth top choice of Faculty and Staff, the fifth top choice of undergraduates in Physical and Applied Sciences and Professional Schools.

Electronic reference help. The third top choice of the total sample was more reference help available electronically, but this was the top priority of Faculty and Staff and the second top choice of Graduate Students. It was the fourth top choice of three of the undergraduate groups, Life Sciences, Physical and Applied Sciences and Professional Schools, and the fifth top choice of Arts Undergraduates.

Open hours. Longer open hours was the fourth top choice of the total sample, but it was the top choice of three undergraduate groups – Life Sciences, Physical and Applied Sciences and Professional Schools. It was the fourth top choice of Senior Managers and the sixth top choice of Graduate Students and Faculty and Staff.

Staff time to help. The fifth top choice of the total sample was more library staff time to help users find information. This was the third top choice of Professional School Undergraduates, the fourth top choice for Faculty and Staff and Arts Undergraduates. It was the fifth top choice of Life Sciences Undergraduates and Graduate Students, and the sixth top choice of Physical and Applied Sciences Undergraduates.

Length of loan period. Even though increase the length of the loan period was the sixth top choice of the total sample, it was a high priority to many undergraduates. It the second top choice of undergraduates in Arts and Life Sciences and the third top choice of those in Physical and Applied Sciences. It was the sixth top choice of students in Professional Schools, the seventh top choice of Graduate Students, and the eighth top choice of Faculty and Staff.
Delivery of materials from non-UBC sources. This priority was seventh top priority for the total sample. For undergraduates, faster delivery of materials from non-UBC sources was a low priority - the ninth or tenth top priority for each of the

Brown University Graduate Students' Satisfaction with the Library

Summary of findings from LUNT survey of Brown Graduate Students, Spring 1999

82 percent of Brown graduate students responding to the survey said they were "satisfied" or "very satisfied" with the Library system as a whole;
18 percent said they were "dissatisfied" or "very dissatisfied" with the Library system as a whole.

Regarding satisfaction with areas within the Library:
90 percent were "satisfied" or "very satisfied" with library services; while 8 percent were "dissatisfied" or "very dissatisfied."
68 percent were "satisfied" or "very satisfied" with library facilities; while 30 percent were "dissatisfied" or "very dissatisfied."
56 percent were "satisfied" or "very satisfied" with library collections; while 41 percent were "dissatisfied" or "very dissatisfied."

Satisfaction with collections:

Discipline	Very Sat./Satis.	Diss./Very Dissat.	Don't Use
Sciences	71.0%	27.3%	1.7%
Soc. Sciences	56.9%	40.7%	2.3%
Humanities	52.3%	45.1%	2.6%
Medicine	30.0%	63.3%	6.7%

Overall, graduate students considered the following areas of the **collections** to be most **important** to their study:

- Journals (73.7% rated this important)
- Books (70.7%)
- Electronic full-text (35.6%)
- Electronic indexes (28.8%)
- Reference collection (paper) (12.7%)

Overall, Library **services** that graduate students were most **satisfied** with included:

- Web access to Library and electronic resources (1.72 and 1.79
- Assistance offered by staff (1.75)
- Josiah (1.76)
- Loan periods for books (1.84)
- Reference services (1.85)

Note: Number in parentheses is the mean satisfaction rating (1=Very satisfied; 4=Very dissatisfied).

Library **services** that graduate students were most **dissatisfied** with included:

- Searches for missing books (2.76)
- Shelving (2.29)
- Hours of operations (2.22)
- Recalls (2.20)
- Retrieval from storage (2.16)
- Access to journals (2.11)

Overall, graduate students considered the following **services** to be most **important**:

- Access to journals (62.9% rated this important)

- Access to electronic resources (38.4%)
- Josiah (32%)
- Hours of operation (23.9%)
- Web access to the Library (19.7%)

Satisfaction with facilities:	Very Sat./Satis.	Diss./Very Dissat.	Don't Use
Rockefeller	58.4%	40%	1.5%
Sciences	76.5%	21%	2.5%

Overall, graduate students were most **satisfied** with the following **facilities:**

- Reference computer workstations (1.91)
- Signage (1.92)
- Instruction space (1.97)
- Building layout (2.07)
- Stack organization (2.08)

In both the Rock and the Sciences libraries, graduate students were most **dissatisfied** with the following:

- Photocopiers (2.70)
- Elevators (2.59)
- Temperature/air quality (2.50)
- Chairs/desks (2.49)
- Lighting (2.48)

Overall, graduate students considered the following areas of the **facilities** to be most **important:**

- Photocopiers (46.7% rated this as important)
- Stack organization (40.2%)
- Individual study space (35%)
- Lighting (21.3%)
- Temperature/air quality (20.2%)

FINAL TABULATION
24-Hour Service
R. B. House Undergraduate Library
User Survey, Monday, Nov. 13 - Monday, Nov. 20, 1995
93 Respondents

1. Your affiliation with this University is..... (check all that apply)

Undergraduate student	88	94 %
Graduate student	4	4%
Faculty		
Staff	2	2 %

2. If you are an Undergraduate, are you a..... (check one)

Freshman	12	14 %
Sophomore	24	27 %
Junior	19	22 %
Senior	33	38 %

3. How did you find out about the Undergraduate Library 24-hour service? (check all that apply)

DTH	34	19 %
Another newspaper	3	02 %
Signs or posters	58	33 %
Instructor	3	02 %
Friend, or fellow student	39	22 %
Librarian or library worker	7	04 %
Just happened across it	29	16%
Other (Please explain)	4	02 %

banner

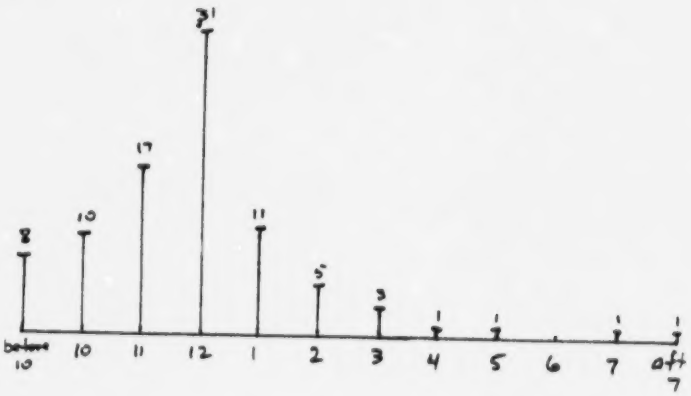
wrote the proposal for 24-hr service

friend of the student who wrote the proposal...

don't know

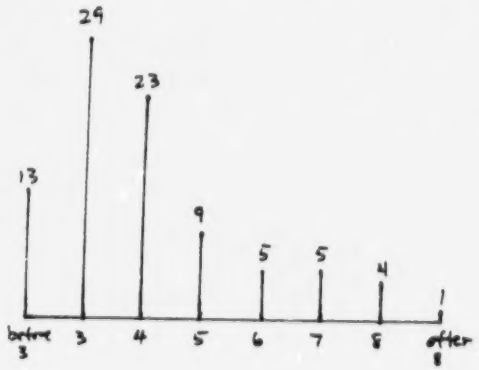
4. Arriving at Undergraduate Library....

before 10	8	09 %
10pm	10	11 %
11pm	17	19 %
12mid	31	35 %
1am	11	12 %
2am	5	06 %
3am	3	03 %
4am	1	01 %
5am	1	01 %
6am	0	
7am	1	01 %
after 7am	1	01%



leaving UL

before 3 am	13	15 %
3am	29	33 %
4am	23	26 %
5am	9	10 %
6am	5	06 %
7am	5	06 %
8am	4	054%
after 8am	1	01 %



5. How many days a week do you use the Undergraduate Library between 2 am and 8am? (check one)

1 day	30	33 %	**(330 potential patrons)**
2 days	13	14 %	**(70)**
3 days	32	35 %	**(117)**
4 days	8	09 %	**(23)**
5 days	2	02 %	**(04)**
0 days	7	08 %	**total (544 patrons who use 24 hr service)**

6. On average, how many hours per week have you spent at the Undergraduate Library between 2 am and 8 am? (check one)

0-2 hrs.	31	34 %
3-5 hrs.	25	27 %
6-8 hrs.	16	18 %
9-11 hrs.	9	10 %
more than 11 hrs.	10	11 %

7. Do you expect to spend more or less time at the Undergraduate Library after 2 am in the following weeks? (check one)

More	79	91 %
Less	8	09 %

52

8. Which Library services do you use at the Undergraduate Library after 2 am? (check all that apply)

RESERVE READING.....often 15 (= 30/93) **32%**

some 29

never 25

PHOTOCOPYING.

often 16 (=35/93) **38%**

some 38

never 11

INFOTRAC OR OTHER .REFERENCE DATABASE...

often 14 (=31/93) **33%**

some 33

never 20

CONSULT UL STAFF

often 3 (=18/93) **16%**

some 24

never 31

STUDY.

often 70 (=76/93) **82%**

some 12

never 4

COMPUTER LAB...

often 46 (=54/93) **58%**

some 15

never 16

OTHER (PLEASE SPECIFY)

check out books

often 1

some 1

9. Why did you come to the Undergraduate Library this morning?

RESERVE READING 3

PHOTOCOPYING 6

INFOTRAC OR OTHER .REFERENCE DATABASE 2

STUDY 52 50 %

COMPUTER LAB 13 (+3+6+2+1=25) 24 %

OTHER
- renew books 1
- to work 3
- to edit writing (computer) 3
- to write paper (computer) 6
- to do research 2
- to type paper (computer) 2
- why not? 1
- to write a WWW page for DTH (computer) 1
- work on paper (not computer lab) 4
- to meet my girl friend 2
- to return books 1
- to check out books 1
- to read 1

10. Did you accomplish what you hoped to accomplish in the Undergraduate Library this morning? (check one)

Yes 77 88 %

No 10 11 %

don't know 1

11. How do you insure your personal safety in traveling to and from the Undergraduate Library after 2 am? (check all that apply)

Fellow students/friends 29 29 %

Point To Point 4 04 %

Don't do anything special 51 51 %

Other (Please specify) 16

ride bicycle 4

drive car 7

Use SAFE ESCORT 1

wait till sun's up 1

stay alert 1

Not worried about safety 1

run 1

12. Would you use the Undergraduate Library after 2 am more if something were different? (check one)

Yes 36

No 47

13. If yes to #12 above, what would you change?
(Tabulation:

food and drink - 17
security - 7
more computers 4
open Nonprint 3
quiet 3
tables/group study 2
smoking 1
no changes 1
better parking 1
outlets for laptops 1

- MORE TABLES PLEASE AND MAYBE SOME STUDY ROOMS
- P TO P SERVICE
- IF THERE WAS SOMEWHERE THAT I COULD GET DRINKS THIS LATE TO HELP ME STAY UP.
- IF THERE WERE MORE TABLES OR ROOMS FOR STUDY GROUPS

- COFFEE/FOOD AVAILABILITY--MAYBE SOME SORT OF BOARD GAME/FOOD AREA FOR STUDY BREAKS? (WHAT WOULD WE DO WITH COFFEE-STAINED MONOPOLY $ EVERYWHERE?)
- FOOD AVAILABILITY
- THE NOISE LEVEL AND THE LIGHTING SUCKS
- MORE COMPUTERS--LESS PEOPLE WASTING TIME USING E-MAIL WHILE OTHRS ARE WANTING TO DO ACADEMIC WORK
- I WOULD SET UP DRINK &FOOD SECTION
- DRINKING, EATING, AND SMOKING POLICIES
- COFFEE WOULD BE NICE
- MORE COMPUTERS
- HAVE THE NONPRINT OPEN AFTER HOURS
- MORE COMPUTERS
- COMPUTER LAB ASST 24 HOURS
- FOOD AND DRINK ALLOWED IN STUDY CARRELS
- NO CHANGES NECESSARY--I WOULD USE IT IF SOME THINGS CHANGED
- MORE P2P FOR OFF-CAMPUS STUDENTS
- I WOULD LIKE TO SEE THE LIBRARY BE A LOT MORE QUIET!
- MORE SAFE ESCORT
- MORE ESCORT SERVICES AVAILABLE--GROUPS OF FRIENDS DON'T ALWAYS LEAVE AT THE SAME TIME
- NEED A BETTER WAY OF GETTING HOME AT NIGHT
- SOMEHOW ENFORCE THE QUIET RULES (IT'S NOT AS QUIET AS DAVIS SO I DON"T GET AS MUCH WORK DONE HERE)
- KEEP NONPRINT SECTION OPEN
- COFFEE! (OR SOFT DRINKS OR CAFFEINE OF SOME SORT!)
- FREE PIZZA
- FREE COFFEE OR SNACK BAR
- MORE SECURITY AFTER YOU LEAVE
- SOMETHING TO EAT WOULD BE NICE

- AVAILABLE COFFEE AND FOOD
- I NOTICE THERE IS COFFEE AT 1:30, BUT I START MY DAY AT 5:00 AM, WHEN THERE IS (SOB) NO COFFEE TO BE HAD.
- IF I COULD GET FOOD SOMEWHERE OR DRINKS, I'D BE ABLE TO STAY LONGER.
- LEAVE NON-PRINT OPEN ALL NIGHT
- BETTER PARKING FOR LIBRARY PATRONS
- NEED ACCESS TO FOOD (I GET TOO HUNGRY)
- SERVE COFFEE
- HAVE ACCESS TO OUTLETS FOR LAPTOP
- LET SAFE ESCORE RUN LONGER

14. Do you have any other suggestions or comments about the Undergraduate Library after 2am service?
(Tabulation:

24 hours a much needed service	18
food and drink	9
security	3
computers convenient	1
computer lab monitors	4
computer lab too small	3
open Nonprint	1
policies:	
quiet	3
smoking	1
id check	1
building problems/arrangements	
more electrical outlets	1
large tables	2
compliment staff	3
no changes	1
more copies of readings on reserve	1

- IT IS A MUCH NEEDED SERVICE TO THE STUDENT BODY. MANY STUDENTS PULL ALL NIGHTERS AND THE UNDERGRAD PROVIDES A SAFE LEARNING ENVIRONMENT. ALSO THE 24 HR COMPUTER LAB IS A SAVIOUR!!
- FREE COFFEE

- I THINK THE SERVICE IS VERY EFFICIENT. THE STAFF HAS ALWAYS BEEN FRIENDLY, AND MORE THAN HAPPY TO HELP ME WITH ANYTHING NEEDED.
- IT'S A LITTLE CHILLY ON THE BOTTOM FLOOR.
- IF NON-PRINT WAS OPEN, I WOULD USE IT.
- COMPUTER LAB MONITORS
- BEVERAGES/REFRESHMENTS
- ON MORE THAN ONE OCCASION I'VE WAITED FOR A COMPUTER WHILE OTHERS HAVE WASTED TIME USING EMAIL--EVEN AFTER 2 AM AS SURPRISING AS THIS MAY SEEM. PERHAPS PROVIDE SOMEONE TO MONITOR THIS AS THEY DO IN THE DAYTIME.
- NO ID CHECK!
- REFRESHMENT STAND
- SMOKING SECTION
- LOUNGE WITH FOOD
- ALLOW DRINKS
- GET MORE LARGE TABLES INSTEAD OF THOSE IMPRISONING STUDY CARRELS
- THIS IS A VITAL SERVICE TO THE UNIVERSITY COMMUNITY. THANKS FOR ALL OF THE EFFORT
- NO--IT'S A GREAT SERVICE FOR STUDENTS,,.. EVEN IF I DON'T USE THE UL MUCH, I'M GLAD THE OPTION IS HERE--AND I KNOW MANY PEOPLE WHO DO USE IT. I THINK THE LIBRARIES ON CAMPUS FORGET THAT THIS IS AN ACADEMIC INSTITUTION AND SHOULD DO EVERYTHING THEY CAN TO HELP ACADEMICS.
- PLEASE CONTINUE TO KEEP THE SERVICE – IT IS GREAT FOR THOSE OF US WHO WORK EARLY AND STUDY LATE
- KEEP THE 24 HOURS PERMANENTLY
- JUST BE OPEN PAST 2 AM. PLEASE STAY OPEN. THERE'S ALWAYS A GOOD CROWD AFTER 2, AND DAVIS SHOULD BE OPEN AS WELL.
- PLEASE STAY OPEN 24 HOURS

- SOMEONE SHOULD WORK A NIGHT SHIFT IN THE COMPUTER LAB TO ENSURE THE INTEGRITY OF THE COMPUTER WAITING-LIST.
- MORE SECURITY. THE SECURITY LADY IS NICE, BUT WHAT CAN 1 PERSON REALLY DO?
- AT ABOUT 5 AM THE CLEANERS MAKE QUITE A LOT OF NOISE--BUT THEY ARE VERY NICE.
- KEEP IT 24 HRS.
- CAN YOU HAVE SOME SORT OF SUPERVISORS TO KEEP A QUIET ENVIRONMENT, BECAUSE WE COME HERE FOR STUDYING NOT TALKING OR CHATTING.
- IT IS GREAT FOR ALL THE STUDENTS, KEEP IT LIKE IT IS NOW. A 24 HOUR LIBRARY IS VERY HELPFUL FOR THE STUDENTS. [KEEP IT AS QUIET AS POSSIBLE!]
- THE COMPUTER LAB IS VERY CONVENIENT ESPECIALLY ON DAYS WHEN I AM TOO BUSY TO USE THE OTHERS.
- SOMETIMES IT GETS EXTRAORDINARILY LOUD--MAYBE WE COULD HAVE IT QUIETER.
- THE ESCORT SERVICES - OFTEN I HAVE TO WALK ALONE AT 3:30 AM.
- NEED TO HAVE STAFF IN COMPUTER LAB
- YOU SHOULD BE ALLOWED TO DRINK IN THE LIBRARY! USUALLY LATE AT NIGHT, PEOPLE NEED CAFFEINE TO STAY AWAKE!!!
- IT'S GREAT. IT PROVIDES A VALUABLE AND NEEDED SERVICE TO THE MORE SERIOUS ACADEMIC STUDENT BODY.
- GOOD IDEA!!!!
- HAVING IT OPEN 24 HOURS IS VERY CONVENIENT AND SHOULD REMAIN THIS WAY.
- I THINK YOUR COMPUTER LAB IS VERY SMALL. THERE'S ALWAYS A LONG WAIT.
- VENDING MACHINES. I GET SO HUNGRY STUDYING HERE LATE WHEN ALL FOOD PLACES ARE CLOSED. I THINK YOU SHOULD HAVE A SMALL AREA WHERE FOOD IS ALLOWED.

15. Do you have any other suggestions or comments about any other Undergraduate Library service?
(Tabulation:

- 24 hours a much needed service 5
- study with food and drink 2
- extend computer hours 1
- computer lab monitors 4
- computer lab too small 2
- open Nonprint 1
- building problems/arrangements
  - more electrical outlets 1
  - repair/replace lights 1
  - clean more often 1
  - photocopiers in better condition 1
  - online terminals on stack floors 1
- compliment staff 2
- keep up great work 1
- like it a lot 1
- Davis open after 12 1
- thanks for the coffee 1

- KEEP UP THE GREAT, SUPERB WORK!!
- I'M VERY GLAD THAT THE LIBRARY IS OPEN 24 HOURS. IT IS A GREAT QUIET! PLACE TO STUDY. I HOPE THAT THE UNIVERSITY CONTINUES THIS FOR THE SEMESTER TO COME.
- COURTEOUS STAFF
- I LIKE IT A LOT
- LONG LIVE 24 HR SERVICE!
- PLEASE KEEP THE 24-HOUR THING, OR AT LEAST EXTEND CLOSING UNTIL 4 AM!!
- WOULD YOU HAVE SOME REST AREA PLUS SOME ADDITIONAL SERVICES, SUCH AS DRINKING MACHINES, PUT ON SOME MUSIC, TV ROOM, ETC.
- EXPAND THE COMPUTER LAB! OR MAKE VENABLE COMPUTER LAB 24 HOURS.
- THE COMPUTER LAB IS GREAT.
- AT LEAST ONE FLOOR SHOULD BE CLEARED OF ALL STACKS SO THERE ARE MORE STUDY AREAS AND SO FOOD AND DRINK COULD BE ALLOWED ON THAT FLOOR. THERE ARE NO PLACES ON CAMPUS TO STUDY WITHOUT DRINKING & YOU DEFINITELY NEED A COKE WHILE READING FOR HOURS.
- I WISH DAVIS LIB. WAS OPEN LATER THAN 12 MIDNIGHT

60

- HAVE DAVIS OPEN 24 HOURS
- 24-HOURS GREAT IDEA. EXTEND COMPUTER HOURS AS WELL [sic]
- MAKE MORE ELECTRICAL OUTLETS - NO PLACE TO PLUG IN POWERBOOKS
- NICE STAFF. (ESP. [ ])
- REPAIR OR REPLACE LIGHT FIXTURES.
- CLEAN MORE OFTEN
- PHOTOCOPIERS IN WORKING CONDITION.

IT SEEMS TO ME THAT A COMPUTER LAB THAT STAYS OPEN 24 HOURS IS ESSENTIAL. HOWEVER, THE CURRENT COMPUTER LAB IN THE UL IS OFTEN FULL BETWEEN 12 TO 4 AM. IT WOULD MAKE MORE SENSE TO CLOSE THE UL AT 2 AM AND KEEP A LARGER COMPUTER LAB LIKE VENABLE OPEN 24 HOURS.

- OPEN NONPRINT SECTION
- GET CARD [sic] CATALOGUES ON THE BOTTOM AND TOP FLOORS, PLEASE.
- THANK YOU THANK YOU THANK YOU PLEASE KEEP IT OPEN
- THANKS FOR THE COFFEE

If you have any questions or comments about the Library, please call or email David Taylor, Undergraduate Librarian (962-1355) (david_taylor@unc.edu)

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Management Information

1998 STUDENT SURVEY ON THE UNIVERSITY OF VIRGINIA LIBRARY

A Report Prepared by
Lynda S. White for

The University of Virginia Library
Management Information Services

October 1998

Department Members:
Jim Self, Director
Lynda S. White, Coordinator
David Griles, Programmer

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Summary

Four years after an initial survey in 1994, a second student survey concerning the University Library was administered through a Web form in March 1998.

- 740 responses were received from a sample of 1500 students.
- Slightly more graduate students (53%) responded than undergraduates (47%).
- Respondents were nearly evenly divided between male and female.
- 78% of respondents were Caucasian or white; the second largest group was Asian at 11%.
- 65% of respondents were in the College of Arts and Sciences, English being the most popular major.
- Over three quarters of both graduates and undergraduates owned computers. Over half of all undergraduates had access to the Web through Ethernet in their dorms; 48% of graduate students used a UVa dial-in modem.
- Alderman and Clemons were the most used libraries with Science/Engineering not far behind.
- Alderman was the primary library for the most graduate students (31%); Clemons was the primary library for the most undergraduates (52%) but at a higher rate than Alderman is for graduates. Two thirds of graduate students claim a subject branch (specialized humanities or science library) as their primary library.
- 81% of all students reported using a library at least once a week. Both graduate and undergraduate use has increased since the 1994 survey.
- Two-thirds of respondents spend at least 2-5 hours in a library each week.
- The most popular time for graduate students to visit a library is weekdays from noon to 6pm; for undergraduates, weekdays from 6 to 10pm.
- Just over 40% of each group reported not being able to use a library when they wanted to because it was closed or closing. Alderman and Clemons topped the list of libraries where this happened.
- 26% of graduates and 53% of undergraduates took advantage of extended exam hours.
- Only 19 respondents used a library once a semester or less.
- Over 90% of each group can usually find the information they need.
- Interactive, hands-on experience was the most popular way to learn how to find information in the library.
- The highest satisfaction/highest visibility services were circulation services: checking books out, loan period, email notices, returning books.
- Low satisfaction/high visibility services were related to reserve circulation functions, the physical environment, and various machines.
- The highest priority for spending, for both graduates and undergraduates, was for books. The next two choices for graduates were journals and electronic databases; for undergraduates, extended hours and computer upgrades.
- Overall satisfaction with the University Library from both groups was 3.93 on a scale of 1 to 5, 5 indicating the

greatest satisfaction; the satisfaction rate from the 1994 survey was 3.98. For graduate students alone, the rating was 3.97 compared to 3.96 in 1994. For undergraduates, the overall rating dropped to 3.90 from 4.01.

1. Report Contents

The main body of this report includes a listing of the ratings for each question in the survey as well as some analysis and commentary. Question numbers are indicated in parentheses. Appendix I is a library-by-library breakdown of the ratings of two individual questions on the survey: satisfaction with Library services (#23) and priorities for Library spending (#26). Appendix II is a compilation of all services, resources and facilities listed in the order in which they appeared on the survey questionnaire (#23). Appendix III provides a comparison with the 1994 survey of responses regarding spending for library priorities (#26). Appendix IV includes the survey instrument and the letter which was emailed to each student in the sample.

2. Survey Administration

This survey is the second in a series of efforts to obtain reliable, objective information from the University Library's graduate and undergraduate students regarding their satisfaction with Library services. It was designed and administered by members of Management Information Services and approved by User Services Group. It was based largely on the student survey completed in 1994 and revised to mirror the many changes in library services since the first survey. The survey was administered via email and the Web in March 1998. Students were emailed a letter asking them to logon to a Web page and fill in the survey electronically. They were given the option to receive a paper form. Thirty-two paper surveys were mailed out of which 17 were returned. These were then entered in the Web form by MIS staff so that all the data could easily be compiled electronically.

The population surveyed included both the graduate and undergraduate students. Excluded were students from the Health Sciences Center, the Law School, and the Darden School, all of which are served by their own libraries. The Office of Institutional Studies selected a random sample of 750 undergraduate students and 750 graduate students from the College of Arts and Sciences and the Schools of Architecture, Engineering, Education, and Commerce.

Seven hundred forty surveys were received from the 1500 members of the sample--8.6% fewer than from the previous survey. The return rate for graduate students (394 or 53.2%) was somewhat higher than that for undergraduates (346 or 46.8%). Both groups returned enough surveys for the results to be reliable indicators of opinions among undergraduate and graduate populations. Although the same questionnaire went to graduate students and undergraduates, the results were tallied and analyzed separately for each group in order to identify the different needs of each group.

The results of the survey will be used by library management to improve services. The survey will help to identify the strengths and weaknesses of the libraries, and it will give an indication of what our priorities should be.

3. Demographic information: Who are the student users?

The class level distribution (#3) of the 740 students who responded to the survey was:

Year in School	#	%
First Year	106	14.3%
Second Year	93	12.6%
Third Year	85	11.5%
Fourth year	62	8.4%
Fifth year	4	0.5%
Masters Program	109	14.7%
PhD Program	271	36.6%
Other Graduate Student	10	1.4%

6. How often do students use the library?

Students were asked to estimate the frequency of their use of library services, either physical or virtual (#8). They were asked to consider all library uses, including dialing into VIRGO, telephone queries, interlibrary loan requests as well as in-person visits to a library building. 81% of all students reported using a library at least once a week. 63.5% of graduates and 53.5% of undergraduates used a library twice a week or more. Undergraduate use has increased since the 1994 survey as evidenced by the rise from 42.4% in the twice a week or more category. Graduates' use of a library five or more times a week has increased from 27.8% to 33% since the last survey. Listed below are the options for the question: "...how OFTEN have you used a library or library service?"

Frequency of library use	*Graduate Students*		*Under-graduates*	
	#	%	#	%
Two to four times a week	120	30.5%	119	34.4%
Five or more times a week	130	33.0%	66	19.1%
About once a week	87	22.1%	79	22.8%
Once or twice a month	37	9.4%	54	15.6%
Two or three times a semester	12	3.0%	17	4.9%
Once a semester or less	5	1.3%	8	2.3%
I haven't used the Library in 1997/98	3	0.8%	3	0.9%

The last two choices elicited only 19 responses. These were not enough to provide a valid analysis of the follow-up question asking why the respondents did not use the Library or its services more often (#9); there was no significant pattern to the data.

New for the 1998 survey, students were asked to indicate approximately how many hours they spend in a library during a typical week (#18). Just over a third of all students spend fewer than 2 hours a week in a library. Another third spend 2-5 hours per week. The remaining third spend more than 6 hours per week in a library. Graduate students and undergraduates were remarkably close in their claims for hours spent in the library.

Number of hours	*Graduate Students*		*Under-graduates*	
	#	%	#	%
Fewer than 2 hours	141	38.2%	116	35.3%
2-5 hours	118	32.0%	108	32.8%
6-10 hours	55	14.9%	53	16.1%
11-15 hours	26	7.0%	33	10.0%
More than 20 hours	15	4.1%	11	3.3%
16-20 hours	14	3.8%	8	2.4%

7. When do students use the libraries?

Students were asked to note all the times they used a library for either study or research (#16-17). While graduate students indicated their highest use time (for both research and study) was weekdays from noon to 6pm, undergraduates indicated they used the libraries most from 6 to 10pm on weekdays. Both groups report considerable Saturday and Sunday afternoon use. Both groups use a library for research most on weekday afternoons. This all follows closely the pattern seen in the 1994 survey. It is interesting to note that graduate students tend to use the library significantly more frequently in the morning than do undergraduates, while undergraduates tend to be night owls. They use a library for study much more than graduate students between midnight and 2am and between 10pm and midnight. For the 1998 survey, the Saturday morning hours were split, revealing that library use was minimal between 9am and 11am, but picked up significantly after 11. The latest hours on Saturday and Sunday were also low-use times.

Percentage using the library at this time for study/research:				
Time	*Graduate Students*		*Undergraduates*	
	Study	*Research*	*Study*	*Research*
Weekdays noon-6pm	31.5%	67.5%	32.7%	50.9%
Weekdays 6-10pm	19.8%	28.9%	46.8%	44.2%
Saturday 1pm-6pm	19.3%	30.2%	28.0%	39.9%
Sunday 11am-6pm	19.3%	28.7%	24.9%	33.2%
Sunday 6-10pm	14.2%	19.0%	29.8%	32.9%
Weekdays 10pm-	11.7%	9.9%	41.0%	20.2%
Weekdays 8am-noon	21.3%	41.1%	9.0%	7.2%
Saturday 11am-1pm	11.2%	23.4%	13.9%	20.2%
Sunday 10pm-midnight	8.4%	8.4%	30.6%	21.1%
Weekdays midnight-2am	5.3%	3.6%	22.5%	7.2%
Saturday 6-10pm	7.6%	7.9%	10.1%	10.1%
Sunday midnight-2am	4.1%	3.0%	16.8%	8.7%
Saturday 9am-11am	6.6%	11.7%	4.3%	6.1%

8. Were students unable to use a library because it was closed or closing?

Students were asked whether, during the 1997/98 academic year, they were asked to leave a library because it was closing; or they could not use the library because it was not open (#20). Slightly more than 42% of each group reported they had been unable to use a library under these circumstances.

	Graduate Students	*Undergraduates*
Yes	45.3%	42.7%
No	54.7%	57.3%

Of those who answered "yes", a follow-up question was asked to determine which facility was closed/closing (#21). The facilities for which this was true most often mirrored the ones with the highest use rate: Alderman, Clemons, and Science/Engineering.

Library that was closed:	*Graduate Students*	*Undergraduates*
Alderman	23.4%	20.2%
Clemons	10.9%	24.0%
Science/Engineering	10.7%	10.4%
Education	9.9%	2.6%
Biology/Psychology	3.6%	4.6%
Alderman-Special Collections	4.3%	3.5%
Fine Arts	3.6%	2.6%
Music	0.8%	3.8%
Digital Music and Media Center	0.5%	2.6%
Chemistry	1.0%	1.7%
Digital Image Center	0.8%	1.4%
Electronic Text Center	1.0%	0.6%
Math/Astronomy	0.3%	1.2%
Geographic Information Center	0.3%	0.9%
Physics	0.8%	0.6%
Social Sciences Data Center	0.8%	0.6%
Special Collections Digital Center	0.0%	0.3%

Students were asked if they took advantage of extended library hours during exam time in December 1997 (#19); 25.9% of graduate students and 52.9% of undergraduates answered "yes." 13.2% of graduate students and 6.4% of undergraduates had not heard of library hours being extended for exams.

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12. Overall student priorities for library spending.

Each respondent was asked to check off his or her three highest priorities for library spending (#26). Students placed a high value on the traditional library format of books, with both graduates and undergraduates giving this their highest rating. See Appendix III for data comparison with the 1994 survey.

However, there was little agreement between graduates and undergraduates as to what comes after that top choice. Undergraduates' second choice was extending hours followed by upgrading computers, electronic databases, and in-person assistance. Graduate students chose journals second, followed by electronic databases, electronic texts, and interlibrary loan.

There were some wide differences of opinion on the same item. Graduate students valued journals much more highly (48.0%) than undergraduates (17.3%); they also valued Interlibrary Loan (17.5%) more highly than undergraduates (2.6%). Undergraduates were also more interested in upgrading workstations (26.3%) than graduates (11.7%); and they were more interested in in-person assistance (24.0%) than graduates (9.6%). The list below is in descending order by combined percentage.

Priority for Future Spending	*Graduate Students*		*Under-graduates*	
	%	*Rank*	*%*	*Rank*
Books	70.3%	1	58.1%	1
Magazines/journals	48.0%	2	17.3%	7
Electronic database services (e.g., WebSPIRS)	36.8%	3	25.4%	4
Extending library hours	17.0%	6	29.8%	2
Electronic texts and online journals	22.6%	4	17.6%	6
Upgrading and expanding computer workstations	11.7%	8	26.3%	3
In-person assistance in using the library	9.6%	9	24.0%	5
Improving climate control & other physical facilities	11.9%	7	13.0%	9
Interlibrary loan	17.5%	5	2.6%	18
Videorecordings and multimedia	4.1%	13	14.5%	8
Physical preservation of materials	5.8%	10	5.8%	12
Rare books and manuscripts	5.6%	11	5.5%	13
Online assistance in using the library	1.8%	19	7.8%	10
Science data in electronic format	5.3%	12	3.8%	15
Classes and short courses in the use of library resources	2.3%	15	6.4%	11
Music compact disks	2.3%	16	4.9%	14
Social Science data in electronic format	3.8%	14	2.9%	17
Visual images in electronic format	2.0%	17	2.3%	19
Microforms (fiche, film)	2.0%	18	2.0%	20
Printed music	0.3%	21	3.2%	16
Music in electronic and interactive formats	0.5%	20	1.2%	21

13. Students' overall satisfaction with the University Library.

The final question on the survey asked students to rate on a 1 to 5 scale their "overall satisfaction" with the library (#27). Students gave a high overall satisfaction rating, above 3.9, to the University Library.

The University Library system is grouped into four areas: Alderman, Clemons, the FAME libraries (Education, Fine Arts, and Music), and the Science libraries (Science/Engineering, Biology/Psychology, Chemistry, Mathematics/Astronomy, and Physics). Since each student identified a primary library, it was possible to calculate an overall satisfaction rating for each library type. The chart below lists the mean of overall ratings and the number of respondents (in parenthesis) for each library and library type.

The overall ratings for the University Library by graduate students was nearly identical to those of the previous survey: 3.97 (1998) compared to 3.96 (1994). For undergraduates, however, the overall rating dropped significantly to 3.90 from 4.01. Among the non-Alderman libraries only Clemons' rating from undergraduates was significantly different from the previous survey: the rating decreased from 4.03 to 3.87 for nearly the same number of respondents. While the overall number of undergraduate respondents remained about the same, the number of graduate student respondents to this question dropped considerably from 450 to 379--a 15.7% decrease from the 1994 survey.

http://staff.lib.virginia.edu/management-information/facsurv00/report.html

Management
Information
Services

2000
FACULTY SURVEY
ON THE
UNIVERSITY OF VIRGINIA LIBRARY

A Report Prepared by
Lynda S. White for

The University of Virginia Library
Management Information Services

September 2000

Department Members:
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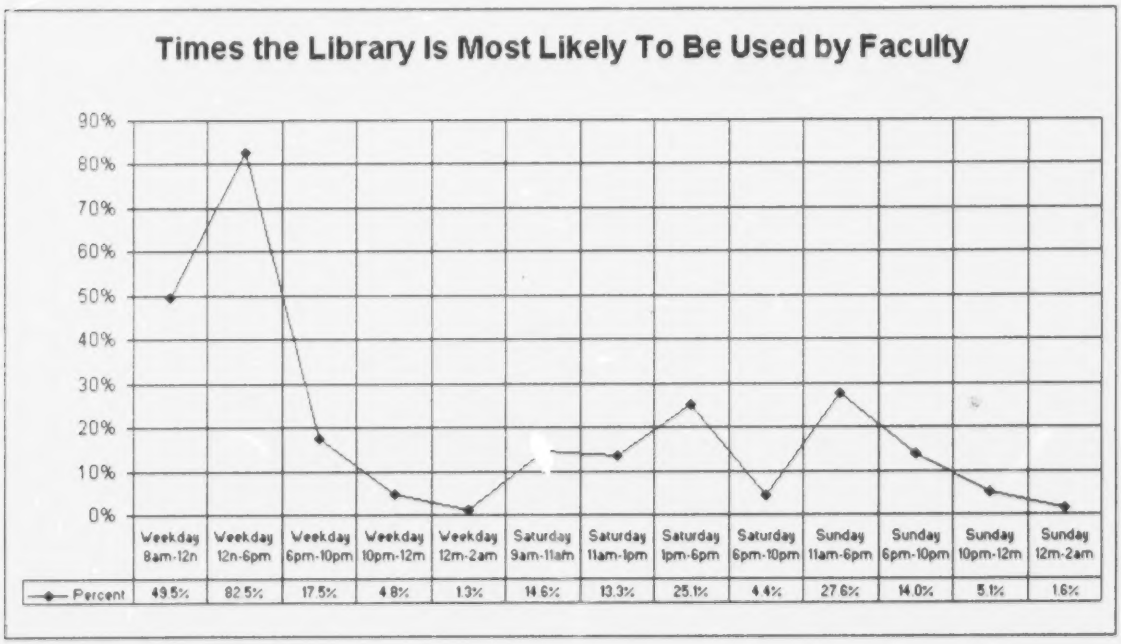
When do faculty use the libraries?

Faculty were asked to note the times of day they are most likely to use a library (#12). They followed their students in the 1998 survey in indicating that weekdays from noon to 6pm were their favorite time to visit the library (82.5%). A distant second was weekday mornings, followed more distantly by Saturday and Sunday afternoons. Anytime after 10pm is a very low-use time.

	Number	Percent
Weekday 12n-6pm	260	82.5%
Weekday 8am-12n	156	49.5%
Sunday 11am-6pm	87	27.6%
Saturday 1pm-6pm	79	25.1%
Weekday 6pm-10pm	55	17.5%
Saturday 9am-11am	46	14.6%
Sunday 6pm-10pm	44	14.0%
Saturday 11am-1pm	42	13.3%
Sunday 10pm-12m	16	5.1%
Weekday 10pm-12m	15	4.8%
Saturday 6pm-10pm	14	4.4%
Sunday 12m-2am	5	1.6%
Weekday 12m-2am	4	1.3%



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Were faculty unable to use a library because it was closed or closing?

Faculty were asked whether, during the 1999/2000 academic year, they had been unable to use a library because it was closed (#14). Slightly over 87% reported that this had not been a problem for them.

	Number	Percent of Responses
Yes	39	12.9%
No	264	87.1%

Of those few who answered "yes", a follow-up question was asked to determine which facility was closed/closing (#15). The facilities for which this was true most often mirrored the ones with the highest use rate: Alderman, Clemons, and Science/Engineering, plus Education.

Library that was closed:	Number
Alderman	16
Education	8
Sci/Engr	8
Clemons	6
Bio/Psych	2
Fine Arts	2
Music	1

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University of Virginia / Charlottesville, Virginia / 22903

Other Service Evaluation

SUN SUN	9:30 AM	10:30 AM	11:30 AM	12:30 PM	1:30 PM	2:30 PM	3:30 PM	4:30 PM	5:30 PM	6:30 PM	7:30 PM	9:30 PM	11:30 PM
lobby terminals													
reference terminals													
2nd flr ref area													
1st flr tunnel area													
CPNM area													
CPNM terminals													
Music/AAL area													
4th floor													
5th floor													
6th floor													
7th floor													
8th floor													
SSHL SUB TOTAL													
S & E Lib 1st floor													
S & E Lib 2nd floor													
S & E SUB TOTAL													
HOURLY TOTALS													

MON / /	9:30 AM	10:30 AM	11:30 AM	12:30 PM	1:30 PM	2:30 PM	3:30 PM	4:30 PM	5:30 PM	6:30 PM	7:30 PM	9:30 PM	11:30 PM
lobby terminals													
reference terminals													
2nd flr ref area													
1st flr tunnel area													
CPNM area													
CPNM terminals													
Music/AAL area													
4th floor													
5th floor													
6th floor													
7th floor													
8th floor													
SSHL SUB TOTAL													
S & E Lib 1st floor													
S & E Lib 2nd floor													
S & E SUB TOTAL													
HOURLY TOTALS													

All Night Study a 'unique success'

(Silhouette Jan 18, 2001)

Dear Editor,

The December 2000 All Night Study program was a unique success in comparison with previous years due to the cooperation of many groups on campus. For the first time in the program's history the combination of two study spaces, Togo Salmon Cafeteria, as well as Innis Library, provided environments conducive to both individual and group study. In Innis library alone, there were as many as 168 studiers during peak hours (midnight and very early morning), with an overall average of 101 users per night. There were additional students in Togo Salmon Cafeteria taking advantage of the free coffee.

Examples of effective communication and smooth integration of services seem to be rare on campus, but events like All Night Study challenge this perception. SRA representatives, Student Life Committee members, and other student leaders on campus helped to increase awareness of the service. Thanks to McMaster Security Services, Bob Crawford and the bookstore for support in hiring the security, which maintained a safe and quiet space during the long, late hours of operation. The monitors and the coordinator ran the operation smoothly and professionally during the night.

A special thanks to Peter George and Mary Keyes for her support, David Spiegel, Ed Townsley and Togo Salmon Cafeteria for the coffee and venue, Physical Plant for their patience, and Vivian Lewis and Sheila Pepper for the library. The Student Life Committee would like to thank all of these people and the many others who helped implement and run the program, and we hope that users found the service helpful and positive.

The All-Night Study program will be in its current form for only one more term before it moves into the new University Centre in the fall. If anyone has any comments about All Night Study, positive and/or constructive, feel free to email stulife@msu.mcmaster.ca. I hope that this program continues as an example of the fruits of effective and positive cooperation of campus groups, who can often forget that we are all working towards the same goal: improving student life.

Jennifer King
MSU Student Life committee chair.

Report of the House Undergraduate Library Transition Team

As Amended by the Library Administrative Council
April 1998

Pat Mullin
Diane Strauss, Chair
David Taylor
Carol Tobin
Mitchell Whichard

Twenty-Four Hour Service

General Background Information

Few library services have been so immediately popular with students—and university administrators—as the Undergraduate Library's twenty-four hour service, initiated in Fall 1995. During the regular academic year, the library opens at 10:00 a.m. on Sundays and stays open continuously until 6:00 p.m. on Friday. (It is open from 10:00 a.m. to 8:00 p.m. on Saturday). Access is limited to faculty, students, and staff with valid ONE Cards (and, in a few instances to students from other area universities with valid IDs). The service is most heavily used by students, and most of them are in the library studying and/or using the computer lab. Although databases, reference materials, and the UL collections—excluding Nonprint—are available and are sometimes used, studying and computing outstrip all other activities.

In planning the twenty-four hour service, a decision was made not to use student help, since hiring, scheduling and, especially, finding replacements for students unable to work their hours would have been extremely difficult. Instead, the library hires two library clerks through Tar Heel Temps and a security guard through the Public Safety Department at a cost of approximately $37,000 per academic year. The arrangement has worked well.

Although there are serious issues attached to opening a facility as large as Davis Library for twenty-four hours—most notably, security issues and creating a scheduling precedent from which it may be difficult to retreat once the renovated House Undergraduate Library reopens—it seems clear that the Academic Affairs Library must provide this service. When UL is closed, the service should be available in Davis Library. **The Transition Committee recommends that when UL is closed for renovation, twenty-four hour service should be provided in Davis Library.**

Service Issues

Use of Davis Library during late night and early morning hours is expected to parallel the present use being made of the Undergraduate Library, which is primarily used for studying and computing. **The Transition Committee recommends that—as in the Undergraduate**

Library—only limited services be provided during the twenty-four hour service. This would include the availability of staff at the Davis Circulation Desk to provide directional assistance, check out books from both the Davis Circulation Desk and the UL Circulation/Reserves Desk, and to help address building security issues. The Microforms, Reference, and Serials Desks would be closed, and the UL Circulation/Reserves Desk would be staffed until 2:00 a.m., with assistance thereafter provided from the Davis Circulation Desk between 2:00 a.m. and 8:00 a.m. The following schedule, based on Davis Library's present schedule, is recommended. [Note that Davis Library hours may have increased from midnight until 2:00 a.m., Sundays through Thursdays, and until 8:00 p.m. on Fridays *before* the renovation. If that happens, this schedule should be adjusted to reflect permanent staff on duty for these additional hours.]

Proposed Library Hours, Davis Library

Day	Building	Davis Circulation	UL Circ./Reserves	Serials, Reference, Microforms
M-Th	24 hours	24 hours	8:00 a.m. - 2:00 a.m., with service provided from Davis. Circ. between 2:00 a.m. and 8:00 a.m.	8:00 a.m. - 10:00 p.m.
Fri.	Closes at 6:00 p.m.	Closes at 6:00 p.m.	Closes at 6:00 p.m.	8:00 a.m. - 6:00 p.m.
Sat.	10:00 a.m.- 8:00 p.m.	10:00 a.m.- 8:00 p.m.	10:00 a.m. - 8:00 p.m.	10:00 a.m. - 6:00 p.m.
Sun.	11:00 a.m.- open all night	11:00 a.m. - open all night	11:00 a.m. - 2:00 a.m.	noon - 10:00 p.m.

The committee also recommends that the Library continue to use Tar Heel Temps and Public Safety to supply temporary staff to provide this service, that they be based at the Davis Circulation Desk, and that they report to the Head of Circulation.

Although the committee quickly reached agreement about the desirability of providing twenty-four hour service, it found the issue of building accessibility far more difficult to resolve. It considered several options: keeping only the first two floors open, keeping the first three floors open, or keeping the entire building open. Only two of these arrangements made sense: keeping the first three floors open or keeping the entire building open. Both of these options have significant advantages and disadvantages, and the Transition Committee did not come to a conclusion about which would be best. Although the situation was resolved by the Library Administrative Council, it may be useful to review the benefits and drawbacks of each option.

I. Option I: Floors One - Three Only

Eliminating access to the top five floors and keeping only floors one through three open after midnight would satisfy most library users. They would have access to the computer lab on the third floor, to the Information Commons, and to some 540 seats (at tables, carrels, and soft chairs) for studying. Counts of UL late night/early morning occupancy seldom show more than 300 people in the library at any one time, and while use might reasonably be expected to increase in Davis Library, it is unlikely that the number of occupants would exceed available seating space.

In addition, eliminating access to the most remote parts of the building (floors four through eight) would reduce the likelihood of security problems, would confine the detritus associated with late night occupancy to only three floors of the building, and would allow housekeepers on the top floors to proceed with business as usual. Finally, fewer security guards would be needed than if the entire building were open.

There are disadvantages, however. The first is that access would be barred to most of the Library's collections and to all but a few faculty studies and graduate carrels. Based on informal conversations—and speculation—it seems likely that faculty and graduate students who do not now use UL's twenty-four hour service might use the same service if it were offered in Davis Library. Denying them access to the parts of the building they would be most likely to use might create real problems, particularly since these same user populations are the ones most likely to be inconvenienced by relocation of UL services and undergraduate students to Davis Library.

The second drawback is that modifications to the building would be necessary. To prevent after-hours access to levels four through eight, locks would have to be installed on stairwell doors and on the double doors leading to the stacks. In addition, the double doors would need to be rehung, so that they open out from, rather than in to, the stacks, and "panic exit devices" would need to be installed. The estimated cost for these modifications is $10,420.00.

Securing levels four through eight would require that Circulation staff (or Tar Heel Temp staff) lock each of these doors at night and reopen them in the morning. It might also require patrols of these floors immediately prior to their closing to ensure that everyone on the top floors had left. The elevators would also need to be modified so that access to the top floors would only be possible with a key.

The noise level on the first three floors would, of course, be greater than if library users were dispersed throughout the stacks and, finally, during peak study times (such as exams), it might be frustrating for students who needed to study to be in close proximity to others. The user count given above does not take into account library users' preferences not to be seated next to someone at a table unless they know them or are working with them. Finally, although group projects are common for undergraduates, there would be little dedicated space available for this type of work. Only

a few group study rooms are available on the third floor and there are none on the first two floors. As a result, clusters of students gathering together and working, sometimes rather noisily, in open spaces might create problems for those seeking to study quietly.

II. Option II: Entire Building

Keeping the entire building open offers several advantages. The first, and possibly most important, is accessibility to collections, studies, and carrels. Second, more study space would be available, and would include facilities for group work as well as individual study. The noise level on any floor would be lower than if access were confined only to the first three floors. Finally, the need for physical modifications to limit late night access to only the first three floors would be eliminated.

This arrangement brings its own set of problems, however. The first is the greater potential for security problems, including vandalism, theft, and—most worrying—threats to personal safety. The opportunities for such problems are likely to increase proportionately with additional space and greater isolation. As a result, additional security staff would be essential. The savings from not having to modify doors to the stacks would be offset by the need for an additional security guard. Although housekeeping staff might need to modify their routines to accommodate full building occupancy, their presence might bring added security to the stacks. Finally, if it is the Library's intent to dispense with Davis Library's twenty-four hour service once the renovated House Undergraduate Library begins offering the same service, it may be more difficult to drop the Davis service if it is regularly used by faculty and graduate students. Keeping floors four through eight open would, we believe, increase that likelihood.

After consideration of both options and their respective advantages and disadvantages, the Library Administrative Council has decided that the entire building should be kept open for twenty-four hour service.

Renovation, Construction, and Related Issues

1. A desk and chair(s) will need to be available near the turnstile entrance for security guards, who will be checking IDs.
2. A ONE Card reader should be installed.
3. If possible, a telephone intercom should be available at the UL Circulation/Reserves so that patrons can request assistance without having to go down to the Davis Circulation Desk.
4. If ATN decides that it does not want to staff its computer lab after midnight (2:00 a.m.?), but does want to install security video cameras (as it has in UL), then Davis Circulation will need to decide where the video monitor should be placed.

Service Issues

As was mentioned earlier, only the most basic assistance will be provided. This might include checking out books, giving directional assistance, and possibly helping with minor problems in the Information Commons.

Certain collections—government documents and microforms—are inaccessible when their desks close for the night. This arrangement will continue; patrons who want to use these materials after desks have closed will need to make advance arrangements for their retrieval and availability. Although UL twenty-four hour staff at times have provided some assistance in the UL Computer Lab after its staff have left, this will not be possible in Davis Library.

Staffing Issues

As is presently the case, the Library's twenty-four hour service should be provided by temporary rather than existing permanent staff. The number of staff needed, however, will increase in Davis Library. The Transition Committee estimates that three library clerks and three security guards will be needed. In other words, twice as many people will be needed to keep Davis Library open all night. Three people are needed at the Circulation Desk because they will be required to relieve one another during break and meal times, to provide checkout assistance at the UL Circulation/Reserves Desk as well as at the Davis Circulation Desk, to provide assistance in the Information Commons, and possibly to help with patrolling the building. Since a minimum of two people will be needed to provide this service, it seems prudent to add a third to provide backup in case of illness or unexpected resignations.

Similarly, one security guard is inadequate. One will be necessary to check IDs at the door, and the other two should spend most of their time patrolling all eight floors of the building. Having adequate staff—particularly security staff—will help to prevent security problems and, in the unfortunate event that some occur, the Library will have taken all necessary precautions. Finally, if Davis Library is *not* to continue offering twenty-four hour service after the Undergraduate Library reopens, it may be helpful to highlight the not insignificant costs of providing this service in such a large building.

Other campus organizations will need to be informed and involved to make twenty-four hour service a success. Housekeeping will need to be prepared to keep up with additional trash and the increased consumption of lavatory supplies. Public Safety will need to schedule regular late night/early morning patrols of Davis Library.

13. How will success be measured? Attach an outlined assessment plan, including benchmarks and timetable.

The success of 24-hour access to the Clemons Library will be measured by the usage of the library between the hours of 2 a.m.-8 a.m., the ability of the library to provide a safe environment for students to study, and the ability of the late night users to abide by the library's overnight policies.

Assessment Plan

1. Library usage
    a. Each hour, the Overnight Security Monitors will count the number of students using the library and entering the library.
    b. The data will be plotted in chart format and reviewed by library administrators and the UVA Student Council.

2. Library safety
    a. The Overnight Security Monitors will patrol the library and report any security violations against individuals, the library's building and/or the library's property.
    b. Library administrators, the university police and the UVA Student Council will assess the seriousness of any violations reported.

3. Library policies
    a. The Clemons Library Security Policy will be made easily accessible to the Overnight Security Monitors and the overnight library users.
    b. Incidences of violation of the policies will be reported to and evaluated by library administrators and the UVA Student Council.

ACTION	BENCHMARK	TIMELINE
Record library usage each hour between 2-8 a.m.	At least a total of 100 people must use the library between 2-8 a.m.	Ongoing for 1 yr
Document any security violations	• No more than 4 minor security violations recorded each month • No major security violations recorded	Ongoing for 1 yr
Document failure of users to abide by library policies	• 95% of the overnight users will conform to library policies and procedures	Ongoing for 1 yr

Job Descriptions

UNIVERSITY OF ALBERTA

Basic Grade 5 Circulation Position

1. Position Summary

This position is responsible for a variety of duties in the Humanities and Social Sciences circulation unit including circulation desk, information services and directional assistance, searches and bibliographic verifications and security.

2. Responsibilities/Activities

- **Circulation** — **80%**

- Charges out and renews library materials taking into consideration possible exceptions to predetermined loan periods such as other requests for the item.
- Advises users on missing, requests, recalls, and interlibrary loan requests; uses DRA's online circulation module to verify and place missing, requests and recalls using appropriate, accurate bibliographic information.
- Empties book depositories, discharges (paying attention to routing and hold instructions), routes material to and from other libraries, resensitizes, verifies contents of returned materials (e.g. kits), and sorts material for redistribution.
- Interacts with clients to investigate and resolve basic financial problems and situations, and applies policies and procedures for payment. Following established guidelines; overrides patron delinquencies, institutes lost book procedures, waives fines (e.g., library errors, and medical certificates for illness), or sets out payment plans for borrowers. Refers more complex problems to senior staff.
- Works with other staff to solve problems, obtain information, explain/understand procedures and techniques. Provides assistance on specific procedures to other staff.
- Verifies amount and type of library fines; receives payment for fines; provides receipts; makes change and sells ONEcard Basics and formatted discs.
- Using word processing, formats and prints daily electronic reports from e-mail and searches as appropriate; using DRA circulation module, prints and completes the send item and unclaims lists.
- Issues, faculty, staff and external borrower cards, determining correct registration class and other qualifying information to assess appropriate fee.
- Counts cash floats; prepares deposits and ensures area has adequate change.
- Sorts and shelves library material in all formats, according to Library of Congress rules or applicable filing rules, in both open and closed stacks.
- Accepts materials to be placed on reserve from faculty, staff and students in absence of circulation reserve assistant or supervisor and checks for completeness.

- **Information and Directional Assistance** **10%**

- Applies and explains procedures and policies relating to the University of Alberta Libraries (e.g. hours of operation, loan periods, fines owing, reference/storage/non-circulating material, library cards).
- Assists in the use and interpretation of the library catalogue and its content, (e.g. DRA's online Borrower Information and Reserve Room functions; circulation records such as loan status and fines owing) explains the application of classification schemes and location codes to locate material.
- Directs clients to services and locations both on campus and at affiliated libraries (e.g. specialized collections, photocopy services including value adders, circulation and reference desks or areas).
- Determines the location/availability of requested items through use of the online catalogue.
- Demonstrates and explains the use of library equipment (e.g. microfiche/film reader/printers) required to view or reproduce materials.

- **Search, Verification and Retrieval** **5%**

- Searches the DRA and commercial databases to verify bibliographic information using author, title and keyword search methods.
- Retrieves material from the stacks/area libraries/storage (e.g., for searches, to assist disabled clients, for interlibrary loans, or to process requests for reserve collection).
- Identifies materials in need of repair.

- **Security** **5%**

- Opens and closes the unit/library (e.g. resets and tests security gate alarms; checks facility for security breaches/physical plant disasters and takes appropriate action; completes evening and weekend shift reports).
- Interacts with users who trigger the security system, assessing and making judgement on how to handle each situation.
- Provides security control for the area (e.g. ensures proper use of equipment and facilities, identifies building maintenance requirements, maintains lost and found until material is turned over to Campus Security.)
- Assists clients in difficult situations (e.g. assists disabled clients entering/exiting security gates, and assists in emergencies and evacuations).

THE UNIVERSITY OF KENTUCKY • LEXINGTON UK

JOB ANALYSIS QUESTIONNAIR

PART A

FOR HR USE ONLY

Position #: _____ Title: _____

JCC: _____ Grade: _____ Dept #: _____

Job Group: _____ Educ./Exp.: _____ License/Cert.: _____

Analyst: _____ Effective Date: _____ Completion Date: _____

DEPARTMENT INFORMATION

Division/College:	Department Name and Number:	
Info Systems	Libraries 24000	
Immediate Supervisor: Judith Brown	**Supervisor's Official Title:** Team Leader Access Services	**Telephone #:** 257-0500 x 2068

SIGNATURES

Employee: _____

Supervisor: Judith M Brown

Dept./Coll. Budget Officer: Pat Lloyd

Sector Budget Officer: _____

BUDGET INFORMATION

Funding Category Code:__

Account #:_____

Proposed Budget Salary (Minus Benefits):

$_____

POSITION INFORMATION

Check one: NEW POSITION: | RE-EVALUATION: | UPDATE ONLY: ✓

If this is a re-evaluation or update, please provide the position #: 107363.

If the duties of this position are similar to others in the unit, please provide the position number(s) _____ and/or title(s) _____.

Hours Worked Per Week: 37.5 of 37.5 = 100 % F.T.E.
(i.e. 37.5 of 37.5 = 100% OR 20 of 40 = 50% F.T.E.)

Check One: Full-Time ✓ Half-Time _____ Part-Time _____
Flex Leave: Yes _____ No_____ Number of Months Worked Per Year _____

Provide a brief justification for this request.
Coordinate 3rd shift library operation at Young Library by hiring, training and supervising approximately 20 student assistants; supervise 3 security guards; provide quality customer service at the circulation desk; maintain department statistics & files

Summarize how the duties of this position relate to achieving the goals of the unit.
Provide access to information, customer service

DEPARTMENTS MUST RETAIN A COPY OF THIS FORM FOR THEIR RECORDS

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JOB OUTLINE

PART B

List this job's key responsibilities in order of importance. Most jobs have three to five major responsibilities. Please specify the approximate percentage of time spent on each. Major job responsibilities are typically only one to two words. For example:

Sample	**Major Job Responsibility:**	Records/forms
	Essential Functions:	Prepare IDIV's, DAV's, maintain personnel records and correspondence files.
	***Competencies/Skills:**	Planning and organizing, dependability and attention to detail.
	Percent of Time:	30.0 %

1	**Major Job Responsibility:**	Supervise student assistants and security guards
	Essential Functions:	Review work for quality
	Competencies/Skills:	Supervision
	Percent of Time:	30 %
2	**Major Job Responsibility:**	Hire and train student assistants
	Essential Functions:	Hire students Train students
	Competencies/Skills:	Training
	Percent of Time:	20 %
3	**Major Job Responsibility:**	Provide quality customer service
	Essential Functions:	Use online circulation system effectively Listen to patrons' requests and problems and try to resolve
	Competencies/Skills:	Communication and customer service
	Percent of Time:	30 %
4	**Major Job Responsibility:**	Maintain department statistics and files
	Essential Functions:	Keep statistical forms & electronic speadsheets up to date and accurate
	Competencies/Skills:	Word processing and spreadsheet
	Percent of Time:	20 %
5	**Major Job Responsibility:**	
	Essential Functions:	
	Competencies/Skills:	
	Percent of Time:	%

***Performance Factors**

	TOTAL %: 100%	**NOTE: Additional copies of this page may be attached if more space is needed.**

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JOB REQUIREMENTS

PART B

Question 1: Education

What is the minimum formal education level required to do this job? (Mark one box.)

1. ☐ Less than High School
2. ☐ High School/GED
3. ☐ Technical/Skills Training
4. ☐ Technical Diploma
5. ☐ Associate's Degree
6. ☑ Bachelor's Degree
7. ☐ Master's Degree
8. ☐ Doctoral Degree

Please list any specific degree requirements _____.

Question 2: License/Registration/Certification

Are any of the following required to do this job at UK? (Mark all that apply.)

1. ☑ None
2. ☐ Eligibility for Professional License, Registration or Certification
3. ☐ Professional License, specify: _____
4. ☐ Registration, specify: _____
5. ☐ Certification, specify: _____
6. ☐ Driver's License
7. ☐ Commercial Driver's License

Question 3: Experience

What is the minimum job-related experience required to do this job? Experience can be gained either inside or outside UK. (Mark one box.)

1. ☐ No experience required
2. ☐ Six months or less
3. ☐ More than six months but less than one year
4. ☑ One to two years
5. ☐ Three to four years
6. ☐ Five to six years
7. ☐ Seven to nine years
8. ☐ Ten years or more

Please list any specific skills sets which may be required to perform the duties of the position: (i.e., MS Windows, Excel, etc.)

MS Windows, Excel

http://www.unm.edu/~comp/webdesc/h101.htm

JOB DESCRIPTION

Job Code/Title: H101 / LIBRARY INFO SPECIALIST I
FLSA: Non-Exempt
Grade: 7

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

SUMMARY:
Under direct supervision, performs defined tasks and/or services comprising a component of a library operational unit. Provides technical support and assistance in the performance of routine library duties in one or more particular library specializations, such as circulation, bibliographic services or technical services.

DUTIES AND RESPONSIBILITIES:

1. Provides guidance and assistance to patrons regarding general and specific information about the library and library resources
2. With minimal supervision, performs and/or oversees routine tasks, utilizing automated database systems, to include materials check-in, circulation, searching, ordering of materials, and/or copy cataloging.
3. Resolves routine operational problems and provides first-level troubleshooting of relevant library systems.
4. Assists higher level staff and librarians with basic reference services; staffs public service desks, providing customer service and assistance.
5. Carries out and communicates policies pertaining to unit services, operations, and activities.
6. Assists with collection maintenance activities and projects as appropriate.
7. May lead, guide, and train student employees, set work schedules, and ensure compliance with established procedures for a specific activity within a library unit.
8. Performs miscellaneous job-related duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:
High school diploma or GED. 1 to 3 years experience directly related to the duties and responsibilities specified.

LICENSES/CERTIFICATIONS REQUIRED:

UNM REQUIRED TRAINING:
In addition to the following, all new employees are required to attend New Employee Orientation:
Basic Annual Safety Training

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:
Knowledge of customer service standards and procedures. Ability to communicate technical information to non-technical personnel. Knowledge of library principles, practices, and terminology. Skill in the use of relevant automated database systems. Skill in the use of library resources. Ability to analyze and solve problems. Ability to communicate effectively, both orally and in writing.

DISTINGUISHING CHARACTERISTICS:
Position requires: a) Resolving operational problems and providing first-level troubleshooting of relevant library systems; b) routine tasks using database systems; plus a combination of the following characteistics, based on the library department. Please see your library administration for specific department characteristics: c) routine circulation, routing, and searches for missing books or visual resources; d) routine processing and maintenance of the reserve material collection; e) material preparation, checking invoices; f) routine liaison with public regarding gifts, physical processing and handling of gifts and exchange material; g) routine receiving of library materials; h) routine bibliographic searching on OCLC or online catalog; I) create or modify records for online catalog; j) basic copy cataloging of AACR2 U.S. National Library records excluding compound surnames, series and uniform title headings, with revision; k) visual resources maintenance and database records maintenance; l) processing collection inventories; m) serials looseleaf filing; and n) provide assistance to patrons regarding routine general and specific information about library resources.

WORKING CONDITIONS:
Work is normally performed in a typical interior/office work environment.

PHYSICAL EFFORT:
Considerable physical activity. Requires heavy physical work; heavy lifting, pushing, or pulling required of objects up to 50 pounds. Physical work is a primary part (more than 70%) of job.

ENVIRONMENTAL CONDITIONS:
No or very limited exposure to physical risk.

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REVISED DATE:: 2/21/00

COMMONWEALTH OF VIRGINIA
POSITION DESCRIPTION

INSTRUCTIONS: This position description is an important document for determining the appropriate classification, pay range and performance standards for a position. Parts I and II are generally completed by the employee in the position with supervisory review. The shaded areas of Part I, however, should be completed by the supervisor or agency personnel officer. Part III is to be filled out by the immediate supervisor. Please be sure that the information on this form is accurate and complete. You may refer to "" - Position Description brochure, "Here's How To Write a Position Description!" for guidance in the completion of this form.

PART I: ORGANIZATIONAL INFORMATION

1. Name (last, first, middle):	2. Date:
3. Class Title:	4. Position Number:
5. Working Title if Different: Overnight Building Monitor	6. Agency:
7. Work Location (County or City) and Location Code: Charlottesville, VA	8. Agency Code: 0207
9. Title and Position Number of Immediate Supervisor: Library Assistant; C2584	10. Organizational Unit: University Library

PART II: POSITION INFORMATION

11. State the chief objective of your position in a brief statement: Supervise the overnight operation of the Clemons Library.
12. Prior to filling out the next section, think about the tasks and duties that you perform in your position. Consider the time you spend on the tasks and duties, how important they are to achieving the objective of your position, and the processes or ways in which you perform these tasks and duties. After considering these aspects of your position, state the tasks and duties that you perform in your position on page 2 of this form. *State the most important duty first and finish with the least important duty of your position. *Calculate the percent that each duty requires of your total working time. Be sure these percentages total 100%. *Include all tasks, duties and functions that you perform except those that occupy 2% or less time, unless you consider them very important.

90

12. Continued

Percent of Total Working Time	Work Tasks and Duties
35%	Conduct preventative patrols. Serve as a liaison with the University police for reporting incidents of crimes and/or offenses. Respond to public requests for emergency services. Explain library policies and procedures. Document and maintain a record of library usage. Keep an incident log.
50%	Verify identification cards for entrance into the library.
10%	Refill copiers with paper; clear printer paper jams; reboot computers; reshelve periodicals and reference books. Receive and discharge library materials.
5%	Work on special projects as assigned.
	(Add Additional Pages if Needed)
100%	

13. What work actions and/or decisions do you make without prior approval? To what extent do you receive advice and guidance from your supervisor? State examples of the type of supervisory advice and guidance that you receive as well as actions or decisions you make without prior approval.

Make independent judgments regarding security and safety during evening hours. Interpret and enforce library policies and procedures.

Supervisor advises of any overall policy changes in the system. Consults with supervisor when appropriate or necessary.

14. List and explain the contacts you have, if any, both within and outside the State Government, as a routine function of your work. Do not list contacts with supervisors, co-workers, and subordinates.

Persons or Organizations	Purpose	How Often	Inside/Outside Virginia Government
University Police	Report suspicious or dangerous behavior occurring in the library or surrounding area.	As needed.	Inside
Patrons	Explain library policies and procedures.	As needed.	Inside

(Additional comments by employee)

92

PART III: TO BE COMPLETED BY THE SUPERVISOR

15. Please review the employee's statements and comments for this position to ensure their completeness. State any additions, and/or revisions.

16. What is the most important service or product you expect of the position described in this questionnaire? Explain.

Management and security of the library during overnight hours.

17. List the class titles, position numbers, and names of other employees under your direct supervision that have the same duties and responsibilities as this position:

Class Title	Position Number	Name

18. List what you consider to be the qualifications for entry into this position:

A. What knowledge, skills, and abilities should a new employee bring to this position?
Ability to deal courteously and effectively with the public
Ability to resolve simple problems
Ability to work independently

B. Special licenses, registration or certification:

C. Education or training (cite major area of study):
High school diploma or equivalent. Bachelor's or Associate degree may substitute for experience.

D. Level and type of experience:

PART IV: SIGNATURE LINES

19. We understand the above statements, and they are complete to the best of our knowledge.

Employee's Signature Date

Supervisor's Signature Date

20. Attach an organization chart showing this employee's position within your organizational unit.

COMMONWEALTH OF VIRGINIA
POSITION DESCRIPTION

INSTRUCTIONS: This position description is an important document for determining the appropriate classification, pay range and performance standards for a position. Parts I and II are generally completed by the employee in the position with supervisory review. The shaded areas of Part I, however, should be completed by the supervisor or agency personnel officer. Part III is to be filled out by the immediate supervisor. Please be sure that the information on this form is accurate and complete. You may refer to the Position Description brochure, "Here's How To Write a Position Description!" for guidance in the completion of this form.

PART I: ORGANIZATIONAL INFORMATION

1. Name (last, first, middle):	2. Date:
3. Class Title:	4. Position Number:
5. Working Title if Different: Overnight Supervisor	6. Agency:
7. Work Location (County or City) and Location Code: Charlottesville, VA	8. Agency Code: 0207
9. Title and Position Number of Immediate Supervisor: Library Assistant; C2584	10. Organizational Unit: University Library

PART II: POSITION INFORMATION

11. State the chief objective of your position in a brief statement:
Supervise the overnight operation of the Clemons Library.

12. Prior to filling out the next section, think about the tasks and duties that you perform in your position. Consider the time you spend on the tasks and duties, how important they are to achieving the objective of your position, and the processes or ways in which you perform these tasks and duties. After considering these aspects of your position, state the tasks and duties that you perform in your position on page 2 of this form.
- *State the most important duty first and finish with the least important duty of your position.
- *Calculate the percent that each duty requires of your total working time. Be sure these percentages total 100%.
- *Include all tasks, duties and functions that you perform except those that occupy 2% or less time, unless you consider them very important.

12. Continued

Percent of Total Working Time	Work Tasks and Duties
10%	Prioritize duties performed by the Overnight Building Monitor and the Overnight Supervisor.
30%	Conduct preventative patrols. Serve as a liaison with the University police for reporting incidents of crimes and/or offenses. Respond to public requests for emergency services. Explain library policies and procedures. Document and maintain a record of library usage. Keep an incident log.
50%	Verify identification cards for entrance into the library.
5%	Refill copiers with paper; clear printer paper jams; reboot computers; reshelve periodicals and reference books. Receive and discharge library materials.
5%	Work on special projects as assigned.
	(Add Additional Pages if Needed)
100%	

13. **What work actions and/or decisions do you make without prior approval? To what extent do you receive advice and guidance from your supervisor? State examples of the type of supervisory advice and guidance that you receive as well as actions or decisions you make without prior approval.**

Make independent judgments regarding security and safety during evening hours. Initiate and prioritize tasks related to the library's evening operation. Interpret and enforce library policies and procedures.

Supervisor advises of any overall policy changes in the system. Consults with supervisor when appropriate or necessary.

14. **List and explain the contacts you have, if any, both within and outside the State Government, as a routine function of your work. Do not list contacts with supervisors, co-workers, and subordinates.**

Persons or Organizations	Purpose	How Often	Inside/Outside Virginia Government
University Police	Report suspicious or dangerous behavior occurring in the library or surrounding area.	As needed.	Inside
Patrons	Explain library policies and procedures.	As needed.	Inside

(Additional comments by employee)

96

PART III: TO BE COMPLETED BY THE SUPERVISOR

15. Please review the employee's statements and comments for this position to ensure their completeness. State any additions, and/or revisions.

16. What is the most important service or product you expect of the position described in this questionnaire? Explain.

Management and security of the library during overnight hours.

17. List the class titles, position numbers, and names of other employees under your direct supervision that have the same duties and responsibilities as this position:

Class Title	Position Number	Name

18. List what you consider to be the qualifications for entry into this position:

A. What knowledge, skills, and abilities should a new employee bring to this position?
Ability to supervise others
Ability to deal courteously and effectively with the public
Ability to resolve simple problems
Ability to work independently

B. Special licenses, registration or certification:

C. Education or training (cite major area of study):
High school diploma or equivalent. Bachelor's or Associate degree may substitute for experience.

D. Level and type of experience:

PART IV: SIGNATURE LINES

19. We understand the above statements, and they are complete to the best of our knowledge.

Employee's Signature Date

Supervisor's Signature Date

20. Attach an organization chart showing this employee's position within your organizational unit.

Budget Information

The University of North Carolina
Academic Affairs Library
Student Endowed Library Fund Report
April 17, 2001

For the Fiscal Year 2000/2001:

Income:

Endowment income received at the beginning of the FY:	$37,592
Carryforward from prior year:	8,278
Money market income earned:	1,113
Total income available:	**$46,983**

Expenses:

Tar Heel Temps – Circulation Desk at night*	$25,372
Security Guards*	13,475
McNaughton Plan	5,972
Total expenses:	**$44,819**

Remainder to carry over to FY2001/2002: 2,164

*Note: While the Student Endowed Library Fund fully subsidizes subscription to the McNaughton Plan, it is no longer sufficient to fully subsidize the costs of 24-hour service. When the 24-hour service was offered in the Undergraduate Library, we required one security guard and two Tar Heel Temps to staff the Circulation Desk. After it moved to Davis Library in January 2001, we required two security guards and three Tar Heel Temps. We estimate that we will have spent approximately $25,000 from other sources to fund the service. Next year, we estimate that it will cost approximately $105,000 to pay security guards and Tar Heel Temps in Davis Library.

In Fiscal Year 2001/2002, we expect the Student Endowed Library Fund to generate approximately $37,000-$40,000 in income.

2001-02 Budget Addendum Request Form

1. Vice President: [redacted] 2. MBU: 25 – Univ.Lib.

3. Title: 24-Hour Access to Clemons Library 4. VP Priority: _____

5. Contact Name: [redacted] 6. Phone/Email: [redacted]

7. **Check one of the following to describe nature of request:**

Virginia 2020 Initiative	_____
Unavoidable Cost Increase	_____
State or Federal Mandate	_____
Other University-wide Initiative	X

8. Describe each proposal. Include justification of funding and objectives/purposes. Attach additional sheets if necessary.

At the request of Student Council, the University funded trial access to Clemons Library 24 hours per day, 5 days per week, when classes are in session for the 2000-2001 academic term. Students and staff have deemed the trial a success, based on the criteria set for the year. In order to continue, permanent funding is required for staffing.

9. Is this proposal included in the University's strategic plan currently filed with the state, available at http://minerva.acc.Virginia.EDU/~budget/00bien.html? If so, identify the applicable critical issue/goal/objective/strategy.

Critical Issue 1./Goal C./Objective 3./Strategy c.
Over the next five years, create a physical environment that encourages collaboration and fosters creative and efficient use of the integrated library of traditional and digital resources.

Critical Issue 3.
Transform the University's physical and administrative infrastructure to support the activities of a top-ranked national university, effectively and efficiently.

10. Is this proposal included in a school or unit strategic planning document? If so, attach the applicable section.

University of Virginia Library Mission and Goals #2.

Provide access to and delivery of information when and where needed

University of Virginia Library Mission and Goals #5.

Ensure physical space that supports academic excellence

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11. If this proposal is a direct result of a recommendation from the Virginia 2020 Planning Commissions, explain which commission and recommendation, and identify all University-wide implications or elements of the proposal.

Not applicable.

12. What resources – funding and FTEs – are requested? Temporary or permanent?

Permanent funding: $[redacted]
Staff - 2.5 FTE
2 full-time positions
Salary=$[redacted]
Benefits=[redacted]

½ wage position to cover staffing needs during peak periods, absenteeism, etc.
Wage=20 hrs x 52 wks x 5/7 days/wk x [redacted]

TOTAL =[redacted]

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Security

Guidelines for People in William. T. Young Library
University of Kentucky

1. **(midnight – 7:00am)** Must have an ID to enter the library:
   Types of ID (MUST BE A PICTURE ID)
   UK student ID // Another college or university ID //
   Driver's license // Non-driver's ID // Identification card //
   Passport

   EXCEPTION: If it is obvious through talking with the person that he/she is a student and has to get a reserve or use the library for class preparation, let the person in. Let the person know that this is an EXCEPTION and that an ID is required for them to enter the library at any further date.

2. **(midnight – 7:00am)** A person MUST BE SIGNED IN by a library employee or a security guard. We require that the information on the log sheet for the PERSON'S SECURITY. For example, if we had to evacuate the building or if there were an emergency, we would have a list of whom entered the building after midnight and we could locate that person if necessary.

3. **(midnight – 7:00am)** VERY IMPORTANT!!! The SafeCats Campus Escort Service and the CatsBus will pick up students from the library until 1:30AM. After 1:30AM if it is necessary, CAMPUS POLICE WILL GIVE THEM A RIDE BACK TO THEIR RESIDENCE OR CAR IF IT IS ON (OR ADJACENT TO) UK PROPERTY. Use the Circulation phone to call Campus Police --- 7-1616.

4. All people are welcome to use the library for library or study purposes. As long as they are engaged in those types of activities they are welcome in the library.

5. We will not make people leave unless they are causing a disturbance or are using Library facilities for living accommodation purposes, such as unauthorized bathing, sleeping, or storage of personal belongings, regardless of the specific intent of the individual. If necessary, Campus Police will be called.

CAMPUS POLICE RESPONSE

--Campus Police WILL NOT charge the individual if he/she is cooperative.

--If the individual is NOT cooperative and is a UK student. Campus Police will refer that student to the Dean of Students by filing a Student Conduct Report.

--If the individual is NOT cooperative and is not a UK student. The individual can be cited for disorderly conduct if the situation warrants.

NOTE: If Campus Police are called, have the security guard fill out an incident report and make copies as needed.

Revised 04/30/2001

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ALL NIGHT STUDYING PROCEDURES

DECEMBER 2000

END OF REGULAR SHIFT:

1. Notify patrons that circulation stations are being turned off at the regular time.
2. Do a head count close to the end of your shift and note it on the accompanying sheet.
3. Note the exit count about five minutes before the final hour of your shift and note it on the accompanying sheet.
4. Do not turn off any photocopiers or lights or lock the exit door.
5. Leave all of the desk gates in a closed position.
6. Open the outside bookdrop as usual.
7. Forward the telephone using the Friday Night procedure.
8. Put up the "NO LIBRARY SERVICE" sign at the desk.
9. Note anything unusual monitors/security staff may need to know about in their ALL-NIGHT STUDY REPORT book.

If the Security Officer has not shown up by 10 minutes before the end of your shift, call Security immediately.

REOPENING IN THE MORNING:

1. Turn on circulation stations according to regular procedure.
2. Unforward the telephone using the Monday morning procedure.
3. Note the exit count on the accompanying sheet (as well as the regular one).
4. Turn off two of the copiers and then turn them back on again (to enable the self-cleaning procedure). Once done, do the same with the other two.
5. Do a careful walkaround of the entire library, noting any unusual situations or excessive garbage on the accompanying sheet ("Morning Comments")
6. Check the ALL-NIGHT STUDY REPORT Book for important messages from the Security Staff/Monitors the night before.

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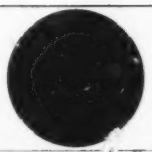
SPEC

SELECTED RESOURCES

ASSOCIATION OF RESEARCH LIBRARIES



OFFICE OF LEADERSHIP AND MANAGEMENT SERVICES

SPEC Kit 264
Extended Library Hours

News and Journal Articles

Campus News

Carmichael, Kristin. "Extended Library Hours Need Money." *The Orion*, (California State University) 11 December 1996.
<http://orion.csuchico.edu/Pages/Volume37Issue15/News/Exlihonemo.html>

Gold, Jeffery. "Extending Library Hours Not So Simple." *Daily Bruin* (UCLA) 18 May 1999.
<http://www.dailybruin.ucla.edu/DB/issues/99/05.18/news.hours.html>

Kluemper, Tony. "Insomniacs Welcome 'Round the Clock. *Cyberbuzz* (Georgia Tech) 19 January 2001.
<http://cyberbuzz.gatech.edu/nique/issues/spring2001/2001-01-19/1.html>

Loss-Eaton, Nicholas. "Students Propose Extension of Library Hours." *The Miscellany News: The Newspaper of Vassar College*. 19 February 1999.
<http://misc.vassar.edu/spring_99/feb19/news/3.html>

Williams, Jenny. "U. Florida Student Government Evaluates 24-hour Library, Examines Loose Ends." *Independent Florida Alligator* (University of Florida, Gainesville) 7 January 1999.

Journal Articles

Beeler, Richard J. "Late-Study Areas: A Means of Extending Library Hours." *College and Research Libraries* (May 1974): 200–3.

Davies, Kimberly and Susan P Besemer. "The Tower Lounge Alternative: A Library's Effort to Confront Student Drinking by Offering Extended Library Hours and Special Cultural Programming." *United States Department of Education—Educational Resources Information Center*. ED 443 312. (1999): 1–25.

DiMarco, Scott R. and Scott Van-Dam. "Late Night in an Academic Library: Issues, Concerns, Planning at Miami University in Ohio." *Library and Archival Security* 14, no. 2 (1998): 7–23.

Foote, M. and T. L. McManus. "Hours, Safety, Security Concerns: Issues, Context, Resources, and Checklists." *North Carolina Libraries* 57, no. 3 (1999): 104–9.

Latuszek,, T. "Library Security: A Growing Awareness." *Library and Archival Security* 15, no. 2 (2000): 3–7.

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Library Newsletters

Constantine, Paul. "New Hours Extended for Uris Library." *Cyte & Byte. A Newsletter of the Reference Services Division, Olin-Kroch-Uris Libraries, Cornell University* 9, no. 4 (Fall 1999). <http://www.library.cornell.edu/okuref/citebyte/cb94only.htm>

Websites

"Extended Hours Program Webpage." University of Arizona. Statistics and Reports. <http://dizzy.library.arizona.edu/library/teams/ust/exthours/>

"Library Pilots Extended Hours During Exams." Greenblatt Library. Medical College of Georgia. 2001. <http://www.mcg.edu/Library/about/access/janmar00/hours.html>

Prepared by Katherine E. Quarles

SPEC KIT ORDER FORM

QTY	TITLE		QTY	TITLE		QTY	TITLE	
				SP221	Evol & Status of Approval Plans		SP161	Travel Policies
				SP220	Internet Training		SP160	Preservation Org & Staff
				SP219	TL 2: Geographic Info Systems		SP159	Admin of Lib Computer Files
				SP218	Info Technology Policies		SP158	Strategic Plans
				SP217	TL 1: Electronic Reserves		SP157	Fee-based Services
				SP216	Role of Libs in Distance Ed		SP156	Automating Authority Control
				SP215	Reorg & Restructuring		SP155	Visiting Scholars/Access
				SP214	Digit Tech for Preservation		SP154	Online Biblio Search
				SP213	Tech Svcs Workstations		SP153	Use of Mgt Statistics
				SP212	Non-Librarian Professionals		SP152	Brittle Books Program
				SP211	Library Systems Office Org		SP151	Qualitative Collect Analysis
				SP210	Strategic Planning		SP150	Bldg Security & Personal Safety
				SP209	Library Photocopy Operations		SP149	Electronic Mail
				SP208	Effective Library Signage		SP148	User Surveys
				SP207	Org of Collection Develop		SP147	Serials Control/Deselection
				SP206	Faculty Organizations		SP146	Lib Dev Fund Raising Capabilit
				SP205	User Surveys in ARL Libs		SP145	Lib Publications Programs
	SP264	Extended Library Hours		SP204	Uses of Doc Delivery Svcs		SP144	Building Use Policies
	SP263	Numeric Data Services		SP203	Reference Svc Policies		SP143	Search Proced Sr LibAdmin
	SP262	Preservation & Digitization		SP202	E-journals/Issues & Trends		SP142	Remote Access Online Cats
	SP261	Post-Tenure Review		SP201	E-journals/Pol & Proced		SP141	Approval Plans
	SP260	interview Process		SP200	2001: A Space Reality		SP140	Performance Appraisal
	SP259	Fee-based Services		SP199	Video Collect & Multimedia		SP139	Performance Eval: Ref Svcs
	SP258	Corporate Annual Reports		SP198	Automating Preserv Mgt		SP138	University Copyright
	SP257	MLS Hiring Requirement		SP197	Benefits/Professional Staff		SP137	Preservation Guidelines
	SP256	Changing Roles of Lib Profs		SP196	Quality Improve Programs		SP136	Managing Copy Cataloging
	SP255	Branch Libs/Discrete Collectns		SP195	Co-op Strategies in Foreign Acqs		SP135	Job Analysis
	SP254	Managing Printing Services		SP194	Librarian Job Descriptions		SP134	Planning Mgt Statistics
	SP253	Networked Info Services		SP193	Lib Develop & Fundraising		SP133	Opt Disks: Storage & Access
	SP252	Supprt Staff Classifictn Studies		SP192	Unpub Matls/Libs, Fair Use		SP132	Library-Scholar Communication
	SP251	Electronic Reference Service		SP191	Prov Pub Svcs Remote User		SP131	Coll Dev Organization
	SP250	TL10: Educating Faculty		SP190	Chang Role of Book Repair		SP130	Retrospective Conversion
	SP249	Catalogng of Resrces Digitized		SP189	Liaison Svcs in ARL Libs		SP129	Organization Charts
	SP248	Licensing of Electronic Prodcts		SP188	Intern, Residency & Fellow		SP128	Systems File Organization
	SP247	Management of Lib Security		SP187	ILL Trends/Staff & Organ		SP127	Interlibrary Loan
	SP246	Web Page Devel & Managmnt		SP186	Virtual Library		SP126	Automated Lib Systems
	SP245	Electronic Reserves Operations		SP185	System Migration		SP125	Tech Svcs Cost Studies
	SP244	TL 9: Renovatn & Reconfigurtn		SP184	ILL Trends/Access		SP124	Barcoding of Collections
	SP243	TL 8: Users with Disabilities		SP183	Provision of Comp Print Cap		SP123	Microcomp Software Policies
	SP242	Library Storage Facilities		SP182	Academic Status for Libns		SP122	End-User Search Svcs
	SP241	Gifts and Exchange Function		SP181	Perf Appr of Collect Dev Libn		SP121	Bibliographic Instruction
	SP240	Marketing and PR Activities		SP180	Flexible Work Arrangemts		SP120	Exhibits
	SP239	Mentoring Programs in ARL		SP179	Access Services Org & Mgt		SP119	Catalog Maintenance Online
	SP238	ARL GIS Literacy Project		SP178	Insuring Lib Colls & Bldgs		SP118	Unionization
	SP237	Managing Food and Drink		SP177	Salary Setting Policies		SP117	Gifts & Exchange Function
	SP236	TL 7: E Theses/Diss		SP176	Svcs for Persons w/Disabilities		SP116	Organizing for Preservation
	SP235	Collaborative Coll Managmnt		SP175	Scholarly Info Centrs		SP115	Photocopy Services
	SP234	TL 6: Distance Learning		SP174	Expert Systems		SP114	Binding Operations
	SP233	ARL in Extension/Outreach		SP173	Staff Recognition Awards		SP113	Preservation Education
	SP232	Use of Teams in ARL		SP172	Information Desks		SP112	Reorg of Tech and Pub Svcs
	SP231	Cust Service Programs in ARL		SP171	Training of Tech Svc Staff		SP111	Cooperative Collection Dev
	SP230	Affirmative Action in ARL		SP170	Organization Charts		SP110	Local Cataloging Policies
	SP229	Evaluating Acad Libr Dirs		SP169	Mgt of CD-ROM		SP109	Staff Training for Automation
	SP228	TL 5: Preserving Digital Info		SP168	Student Employment		SP108	Strategic Planning
	SP227	Org of Doc Coll & Svcs		SP167	Minority Recruitment		SP107	University Archives
	SP226	TL 4: After the User Survey		SP166	Materials Budgets		SP106	Electronic Mail
	SP225	Partnerships Program		SP165	Cultural Diversity		SP105	Nonbibliographic Dbases
	SP224	Staff Training & Development		SP164	Remote Storage		SP104	Microcomputers
	SP223	TL 3: Electronic Scholarly Pubn		SP163	Affirmative Action		SP103	Asst/Assoc Dir Position
	SP222	Electronic Resource Sharing		SP162	Audiovisual Policies		SP102	Copyright Policies

QTY	TITLE		QTY	TITLE		QTY	TITLE	
____	SP101	User Studies	____	SP067	Affirm Action Programs	____	SP033	Intergrat Nonprint Media
____	SP100	Collection Security	____	SP066	Planning Preserv of Lib Materials	____	SP032	Prep, Present Lib Budget
____	SP099	Branch Libraries	____	SP065	Retrospective Conversion	____	SP031	Allocation of Resources
____	SP098	Telecommunications	____	SP064	Indirect Cost Rates	____	SP030	Support Staff, Student Assts
____	SP097	Building Renovation	____	SP063	Collective Bargaining	____	SP029	Systems Function
____	SP096	Online Catalogs	____	SP062	Online Biblio Search Svcs	____	SP028	Gifts & Exchange Function
____	SP095	Lib Materials Cost Studies	____	SP061	Status of Librarians	____	SP027	Physical Access
____	SP094	Fund Raising	____	SP060	Lib Materials Cost Studies	____	SP026	Bibliographic Access
____	SP093	User Instructions for Online Cats	____	SP059	Microform Collections	____	SP025	User Statistics and Studies
____	SP092	Interlibrary Loan	____	SP058	Goals & Objectives	____	SP024	User Surveys
____	SP091	Student Assistants	____	SP057	Special Collections	____	SP023	Grievance Policies
____	SP090	Integrated Lib Info Systems	____	SP056	External Communication	____	SP022	Private Foundations
____	SP089	Tech Svcs Cost Studies	____	SP055	Internl Com/Staff & Superv Role	____	SP021	Paraprofessionals
____	SP088	Corporate Use of Research Libs	____	SP054	Internal Com/Policies & Proced	____	SP020	Managerial Technical Specialists
____	SP087	Collect Descript/Assessment	____	SP053	Performance Appraisal	____	SP019	Staff Allocations
____	SP086	Professional Development	____	SP052	Cost Studies & Fiscal Plan	____	SP018	Staff Development
____	SP085	Personnel Classification Sys	____	SP051	Professional Development	____	SP017	Library Instruction
____	SP084	Public Svcs Goals & Objectvs	____	SP050	Fringe Benefits	____	SP016	Reclassification
____	SP083	Approval Plans	____	SP049	Use of Annual Reports	____	SP015	Goals & Objectives
____	SP082	Document Delivery Systems	____	SP048	External Fund Raising	____	SP014	Performance Review
____	SP081	Services to the Disabled	____	SP047	Automated Cataloging	____	SP013	Planning Systems
____	SP080	Specialty Positions	____	SP046	Plan Future of Card Catalog	____	SP012	Acquisition Policies
____	SP079	Internships/Job Exchanges	____	SP045	Changing Role Personnel Officer	____	SP011	Collection Development
____	SP078	Recruitment-Selection	____	SP044	Automated Acquisitions	____	SP010	Leave Policies
____	SP077	Use of Small Computers	____	SP043	Automated Circulation Sys	____	SP009	Tenure Policies
____	SP076	Online Biblio Search Svcs	____	SP042	Resource Sharing	____	SP008	Collective Bargaining
____	SP075	Staff Development	____	SP041	Collection Assessment	____	SP007	Personnel Class Schemes
____	SP074	Fees for Services	____	SP040	Skills Training	____	SP006	Friends of the Lib Organization
____	SP073	External User Services	____	SP039	Remote Storage	____	SP005	Performance Review
____	SP072	Executive Review	____	SP038	Collection Dev Policies	____	SP004	Affirmative Action
____	SP071	User Surveys: Eval of Lib Svcs	____	SP037	Theft Detection & Prevent	____	SP003	A Personnel Organization
____	SP070	Preservation Procedures	____	SP036	Allocation Materials Funds	____	SP003	Status of Librarians
____	SP069	Prep Emergencies/Disasters	____	SP035	Preservation of Lib Materials	____	SP002	Personnel Survey (flyer only)
____	SP068	AACR2 Implement Studies	____	SP034	Determin Indirect Cost Rate	____	SP001	Organization Charts

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